

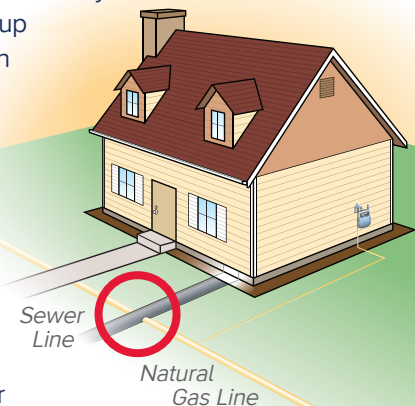
# BLOCKED SEWER LINE?

## IT MIGHT BE A CROSS BORE.

### What is a Cross Bore?

While rare, in some cases, a cross bore could be created when an underground utility line is unknowingly installed through an unmarked sewer line. Cross bores can lay dormant for months or even years, their exact locations unknown. Often, the first sign of a cross bore is a sewer blockage that may cause the backup of wastewater in your home or yard.

Plumbers typically use a mechanical rotary tool, or root cutter, to clear a sewer line. Clearing blockages with a mechanical rotary tool can damage a natural gas line that has been unknowingly bored through a sewer line. Natural gas can then migrate through the sewer line into a connected structure, including one without natural gas service, and create the potential for a natural gas accumulation and possible ignition.



**Washington  
Gas**



Before clearing a sewer line with a mechanical cutting tool, always

# CONTACT YOUR 811 CENTER BEFORE YOU CLEAR

- **Stop all work.**
- **Do not attempt to clear the blockage with any mechanical cutting device.**
- Immediately call **811** and request an emergency ticket, referencing the key phrases, **SEWER CLEARING** or **CROSS BORE**.



- If a natural gas line cross bore is discovered, Washington Gas will immediately respond
- By referencing **SEWER CLEARING** or **CROSS BORE** in your **811** emergency locate request, a Washington Gas representative will immediately be dispatched to locate the natural gas lines on your property to help determine if there is a conflict between natural gas and sewer facilities.
- If a natural gas line cross bore is discovered, Washington Gas will immediately respond to correct the cross bore before you clear the sewer line.
- Washington Gas **DOES NOT CHARGE** for any of these services.



**Washington Gas**

washingtongas.com

**Customer Service:** 844-WASHGAS (844-927-4427)

**Natural Gas Leaks/Emergencies:**

**Call 911** and then 844-WASHGAS (844-927-4427)

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