



Commercial/Industrial Customers,

In keeping with our commitment to provide you with the safe, reliable natural gas service you deserve, we want to take this opportunity to make you aware of certain situations that may require your attention as a natural gas commercial/industrial customer. As with LG&E's portion of the gas delivery system, the gas piping on your side of the meter requires periodic attention to ensure it is safe and will continue to provide reliable service.

**IMPORTANT THINGS YOU SHOULD KNOW ABOUT YOUR NATURAL GAS SERVICE:**

- LG&E does NOT maintain gas piping on "house lines" (the piping on the customer's side of the meter). The occupant (or property owner) is responsible for correcting any issues related to house lines. This includes any buried piping between the natural gas meter and the facility. For more information on responsibilities, visit our [Know your gas lines](#) web page.
- Licensed plumbing, heating and mechanical contractors can assist you in locating, inspecting, and repairing (if needed) all customer-owned gas piping.
- House lines, particularly those that are buried, should be periodically checked for leaks. Contractors have instruments that can detect the presence of natural gas and can perform a pressure test on house line systems.
- Metallic piping should be checked periodically for corrosion (rust). If corrosion is identified, the piping should be cleaned and painted to prevent further damage.
- Before digging on your property, you are required by law to have underground utilities located and marked. Contact Kentucky 811 (visit [Kentucky811.org](#) or dial 811) to start the locate process free of charge.
- Be alert to any gas odor following electrical problems such as a ground fault surge inside your business. If you suspect a gas leak, leave the area immediately. Then contact 911 and LG&E at 502-589-1444 and press 1-1-1.

We will continue to monitor our natural gas system for these issues and ask you to do the same so that together we can ensure the integrity of the entire system. If you have questions about your natural gas service, email the Gas Regulatory Services Department at [Gas.Regulatory@lge-ku.com](mailto:Gas.Regulatory@lge-ku.com). You can also reference the [Natural Gas Piping Handbook](#) and the [Gas Safety](#) web page for more information.

Sincerely,  
Gas Regulatory Services Department