

Natural gas production, transportation, distribution, and storage require strict safety regulations and standards

Because a natural gas leak could cause an explosion, strict government regulations and industry standards are in place to ensure the safe transportation, storage, distribution, and use of natural gas. Because processed natural gas has no odor, natural gas companies add a strong, rotten egg-like smelling substance called [mercaptan](#) to natural gas so that people can smell leaks.

Natural gas remains the fuel of choice for residential, commercial and industrial customers.

Safety is our top priority. Nothing is more important than the safety of our customers and employees.

The City inspects and maintains over 428 miles of natural gas pipelines with over 7600 natural gas services in Union and Spartanburg counties.

Our gas system is inspected by the South Carolina Office of Regulatory Staff and we have to date been in compliance with strict PHMSA federal and US DOT mandates and regulations.

We use sophisticated gas detection devices to regularly patrol all of our lines to identify any issues. And we respond promptly to emergencies 24/7 365 days a year.

We are committed to continual vigilance to maintain a safe and reliable natural gas system.

Help us ensure the safety and reliability by recognizing potential hazards, preventing pipeline damage and reporting natural gas odors and leaks promptly.

ALWAYS CALL 811 before you DIG.

Anyone digging around underground utility facilities must notify SC811 before digging – including backyards, along streets or in vacant fields or lots. You must allow 3 business days before you dig so underground facilities can be marked before construction or digging activity. This service is FREE for customers.

IF YOU SMELL NATURAL GAS

If you smell natural gas or suspect a leak or other issues please call the City of Union immediately at 864-429-1700 24 hours a day.

Reporting a natural gas odor promptly plays a critical role in ensuring safety.

If you detect a very strong natural gas odor – evacuate immediately and call 911 from outside.

DO NOT turn on or off any electrical switches.

DO NOT use devices such as phones, radios, doorbells or flashlights

DO NOT Smoke, strike a match or use a lighter

DO NOT start a motor vehicle near the building.

If you suspect a gas leak OUTSIDE – especially near a natural gas meter or around the sidewalk or street – please call the CITY OF UNION at 864-429-1700.

DO NOT SPRAY SOAPY WATER ON GAS METERS – IF YOU THINK YOU HAVE A NATURAL GAS PROBLEM CALL THE CITY OF UNION – YOU COULD CAUSE MORE CORROSION TO THE NATURAL GAS SYSTEM.

