

PIPE REPLACEMENT IN NORTHWEST DALLAS

What we're doing:

As part of the planned outage, we are replacing the natural gas mains, service lines and meters with modern, more durable pipe in your neighborhood. The new system requires less maintenance, is made of polyethylene and is more flexible beneath the surface.



Pipe Replacement Process:

1. A construction crew will dig a trench or bore along the street to prepare for the replacement. The crew will then lay new pipe in the trench or pull new pipe through the bore hole.
2. The crew will install the new service line from the main to the gas meter located at your house.
3. Gas will then flow into the pipe. Service is now ready to be restored.
4. An Atmos Energy employee will make contact with you to set an appointment to test house piping and appliances. If contact is not made, we will leave a door tag with instructions to set an appointment.
5. During the appointment, piping and appliances will be inspected for safety. You, or a resident 18 years of age or older, will need to be present for this.
6. For northwest Dallas residents, if your house piping fails the pressure test, a plumber will be available to make necessary repairs. You, or a resident 18 years of age or older, will need to be present for repairs.

If you smell gas, leave the area immediately! Then from a safe distance call 911 and the Atmos Energy emergency number: 866-322-8667.

