



Victorville Municipal Utility Services
 14343 Civic Drive • P.O. Box 5001 • Victorville, CA 92393-5001
 Phone: (760) 243-6340 • Fax: (760) 269-0032
 Email: utilityservices@victorvilleca.gov



NOTICE TO CUSTOMERS

Please note that City offices will be closed December 23, 2016 through January 2, 2017.

Listed below are the current customer service and emergency hotline numbers for Victorville Municipal Utility Services (VMUS) gas and electric customers. Please use these numbers to replace any that may have been previously provided and distribute/post this notice as necessary.

Description	Phone Number	Availability
Customer Service (During normal business hours)	760-243-6340	Monday – Thursday 7:30 AM – 5:30 PM
Emergency Hotline	1-877-760-VMUS 1-877-760-8687	7 Days/Week 24 Hours/Day

VMUS customers should promptly report all power outages, gas leaks, and other gas or electric emergencies using the contact numbers listed above. **If unable to reach someone using the above numbers, please proceed to call the Standby line at (760) 578-5598.**

Public Awareness – Natural Gas

Natural gas is a very safe form of energy but must be handled with care and respect. The safe and efficient operation of the natural gas system is a public concern. Incidents are rare but may occur, including leaks, ruptures, and ignition. Potential hazards may include construction or excavation near the gas facilities, land movement due to earthquakes, flooding or landslides, and other events that may cause damage to the gas facilities.

Indications of a gas leak or rupture include:

- The smell of an unusual odor, like that of rotten eggs. Natural gas is colorless and odorless, but odorant has been added to help customers smell gas if a leak were to occur.
- An unusual hissing or roaring noise coming from the ground or an aboveground pipeline.
- Discolored vegetation surrounding a pipeline, or water or dirt/dust blowing into the air.

Potential hazards should not be disregarded. Any suspicions of a gas leak or rupture should be immediately reported to VMUS. VMUS and its contractors are highly trained and qualified to recognize and react to any abnormal operating conditions that may occur.

If you suspect a gas leak or rupture:

- Warn others and evacuate to a safe location immediately.
- Avoid sources of ignition such as smoking, operating electric appliances/devices or vehicles, using a phone or cell phone, switching on/off lights, or any other action that might create a spark.
- From a safe place, call VMUS immediately at 1-877-760-8687, or call 911.

Dig Alert – Call Before You Dig (Dial 811)

California Government Code 4216 mandates delineation of all proposed excavation sites. To obtain a permit, contact Dig Alert (dial 811) two (2) working days prior to digging. You will be provided with a Dig Alert ticket number, and utilities/members will receive notification so that they can either mark their facilities prior to the start of your excavation, or let you know that they do not have facilities in the area. Any operator/excavator who knowingly and willfully violates this mandate is subject to civil penalties up to fifty thousand dollars (\$50,000).

Additional information regarding public awareness for pipeline and hazardous materials safety can be found at <http://www.phmsa.dot.gov/public/awareness>. If you have any questions concerning this notice, please contact our offices at (760) 243-6340 or by email at utilityservices@victorvilleca.gov