

Customer Notification

The Electric Plant Board of the City of Vanceburg is committed to ensuring that the Natural gas lines to your home or business remain safe and reliable. EPB owns, operates and maintains the Natural gas pipeline and facilities leading up to and including the meter of all residential and commercial customers. This maintenance includes regular inspections to ensure no leaks are present and that the lines are in good condition.

You own and are responsible for all buried and aboveground natural gas piping on your property that runs from the meter to the structure and other outside gas appliances as well as all piping within the structure. This is referred to as “customer piping” and must be maintained by you, the customer. If the customer piping is not properly maintained, corrosion and leaks can occur creating a hazardous condition.

To keep your home or business safe, you should monitor and properly maintain the natural gas lines that you own. Your customer piping should periodically be inspected for leaks. If the piping is metallic, it should also be inspected for corrosion. A licensed plumber or qualified technician can assist you with the inspection and maintenance of your customer piping. Any unsafe condition that is discovered should be repaired immediately.

If excavation is required, remember to call 811, the national call-before-you-dig number, to ensure that buried lines are located and marked prior to digging. When excavation is near a buried pipeline, the excavator is required to hand dig to avoid damage to the underground piping.

EPB is committed to the safe and reliable delivery of natural gas to your home or business. Please feel free to call EPB if you have any questions or need any additional information concerning your customer piping.

Contact the Electric Plant Board of the City of Vanceburg at 606-796-2641. Hours of business are M-F 8:00 AM – 5:00 PM. After hours emergency contact is 911.