



## SAFE DIGGING PRECAUTIONS

When planning any form of excavation, it is required by law to place a locate request with the Missouri One Call System (MOCS). If your excavation is being done by a contractor, they are responsible for placing the locate request. No matter what the project, large or small, the excavator must contact MOCS.

- To ensure your personal safety and the safety of others.
- To prevent damages and expensive repairs.
- To avoid service interruptions.
- The service is **FREE**.
- It's **REQUIRED** by Missouri law.

**Call 811 or 1.800.DIG.RITE (344.7483)**  
**Visit [mo1call.com](http://mo1call.com)**



## AMEREN MISSOURI CROSS BORE PROGRAM

Ameren Missouri is committed to the safety of our customers and to the communities we serve. As such, we are continuously working to improve construction processes that are designed to prevent cross bores, and engage in proactive approaches to mitigate risks. Along with local contractors, we partner with local municipalities to conduct inspections on a timely basis and take necessary precautions.

## HOW TO CONTACT AMEREN MISSOURI

Customer Contact Center:

**1.800.552.7583**

To request a gas safety awareness presentation:

**1.573.876.3024**

## FOLLOWS US ON

[Facebook.com/AmerenMissouri](https://www.facebook.com/AmerenMissouri)

[Twitter.com/AmerenMissouri](https://twitter.com/AmerenMissouri)



## TO LEARN MORE

For more underground electric line and natural gas safety tips, visit [AmerenMissouri.com/safety](http://AmerenMissouri.com/safety).

Visit [YouTube.com/AmerenMissouri](https://www.youtube.com/AmerenMissouri) to view *Digging Safely around Utilities*, found on the Focused on Safety playlist.



## SEWER BLOCKED? THINK CROSS BORE!

**NATURAL GAS AND  
ELECTRIC LINES MAY  
INTERSECT SEWER LINES**



Safety Tips for Homeowners, Plumbers,  
Sewer Cleaners and Drain Cleaners





# SEWER BLOCKED?

## THINK CROSS BORE!

### HOW CROSS BORES HAPPEN

A sewer cross bore is the inadvertent placement of a utility facility through a sewer pipeline. This typically occurs during trenchless construction when underground services were installed.

When work begins, existing underground pipes and wires are marked when possible. Sewer lines many times go unnoticed as they are regularly unmapped and undetectable using locating services.

### WHAT ARE THE RISKS?

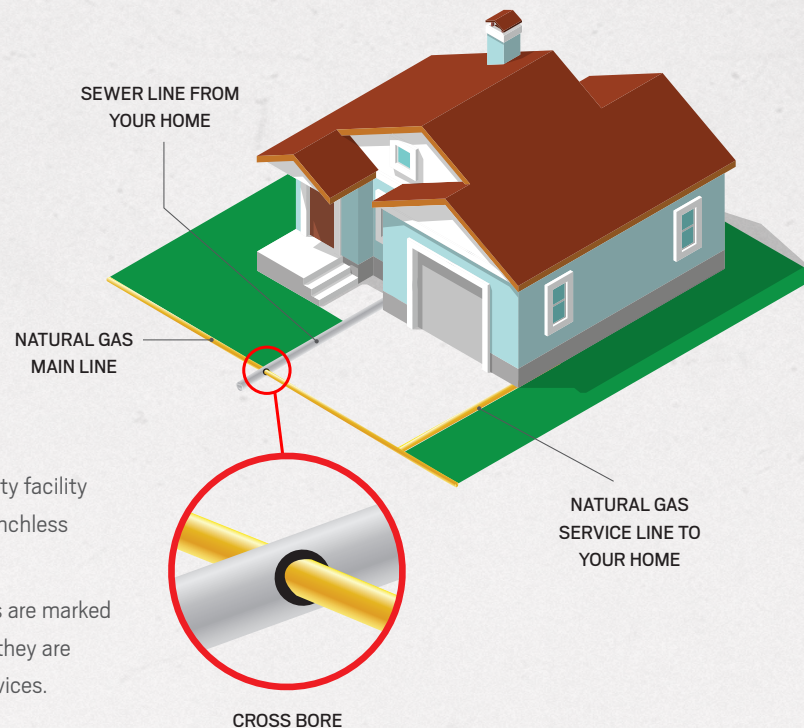
A cross bore that intersects a sewer line can obstruct the flow of sewage and go undetected for a long period of time until it eventually leads to a sewer backup. It is common practice for plumbers to use mechanical rotary cutters to cut through the blockage. This could result in a hazardous gas leak or potential electric shock.

### CROSS BORE PRECAUTIONS FOR PLUMBERS, SEWER CLEANERS AND DRAIN CLEANERS

Follow these steps every time you attempt to clear a blockage in any sewer line:

- Call **1-800-DIG-RITE** or visit **mo1call.com** to arrange for the location of underground lines to be marked. If line markings appear to cross the path of the sewer line, a cross bore may be causing the blockage.
- Use an inline camera to assess the blockage before attempting to clear it. If the camera view is obstructed due to the clog, use a vacuum to clear it out first.
- If a camera is not available, run a hydro-jetter through the line to clear it.
- DO NOT USE A CUTTING TOOL.
- If you sense resistance that does not resemble a tree root or other common obstruction, do not force it.

**Stop immediately and call Ameren Missouri at 1.800.552.7583.**



### IF A CROSS BORE IS DISCOVERED

Stop all work and take the necessary safety steps listed below.

#### IF YOU SUSPECT YOU HIT A GAS LINE:

- Evacuate the area immediately.
- Call **911**, then call **Ameren Missouri at 1.800.552.7583**.
- Do not operate any equipment or machinery.
- Go upwind from the leak.
- DO NOT RESUME WORK until the area is declared safe by Ameren Missouri

#### IF YOU SUSPECT YOU HIT AN ELECTRIC LINE:

- IF SOMEONE HAS BEEN SHOCKED, CALL 911 IMMEDIATELY.
- Call **Ameren Missouri at 1.800.552.7583** immediately for any electric line contact.
- Leave the premises and abandon tools and equipment.
- Stay away from the area, and warn others to stay away, until Ameren Missouri personnel tell you it is safe to return.

### HOW TO RECOGNIZE A GAS LEAK

Natural gas is naturally colorless and odorless, but you can still use your senses to detect a gas leak. Here's how:

**HEAR:** A high-pitched whistle or a hissing or roaring sound near a gas line or appliance could be a natural gas leak.



**SEE:** If you spot an unusual area of dead vegetation near a pipeline, it could be a sign of a gas leak. Blowing dirt, ground fires, or continuously bubbling water may also indicate a gas leak.

**SMELL:** We add a harmless chemical to the gas in our system to give it a rotten egg smell. That stink can save a life by making it easy to sniff out a gas leak.

If you suspect a gas leak, get out of the building immediately and call **Ameren Missouri at 1.800.552.7583**. We respond to gas leak calls 24 hours a day, seven days a week – and we never charge for this service.