



Date: April 15, 2026

TO: West Bend Municipal Utility Natural Gas Customers

RE: Underground Gas Pipe Maintenance  
Call Before You Dig

As your natural gas distributor, West Bend Municipal Utilities, in accordance with federal regulations, wishes to make you aware of certain safety recommendations regarding your underground natural gas piping.

West Bend Municipal Utilities operates our gas system with an emphasis on safety. We are required to design, operate, and maintain our underground natural gas pipeline in accordance with prescribed federal safety standards. The gas system does not maintain the gas piping that is customer owned, after our meter and regulator. These lines feeding a structure or a gas burning appliance are the responsibility of the customer who owns that piping. If the buried pipe is not properly maintained, it may be subject to corrosion (if the piping is metallic) and/or leakage.

To ensure the continued safe and reliable operation of these lines, the buried piping should be checked periodically. You (or the building owner) are advised to contract a licensed plumber or heating contractor to assist you in locating and inspecting your buried gas piping. If any unsafe condition is discovered, repairs should be made ASAP.

West Bend Municipal Utilities will be conducting a Gas Safety Survey. You will be receiving a phone call to participate in our Gas Safety Survey. If you prefer to take the survey online you may do so through the following link <https://s.blueottersolutions.com/westbend> or by using the QR Code that is attached below or you may call a direct line at 515-361-3679 to take the survey. We appreciate your cooperation and participation in this survey.

If we can answer any questions regarding this notice, please contact City Hall at 515-887-2181. Please disregard this notice if you do not have or no longer have buried piping beyond the gas meter.



Thank you.  
West Bend Municipal Utilities

### CALL BEFORE YOU DIG

Iowa law requires that you call Iowa One Call at 811 or at 1-800-292-8989 forty-eight (48) hours before any excavation or digging work is scheduled to begin. This free service will notify all utility companies so that any buried lines can be located.



## CITY OF WEST BEND

MUNICIPALLY OWNED ELECTRIC, GAS & WATER UTILITIES