A Hydromax USA crew arrives to inspect sewer lines for cross bores.

What to expect:

- This safety inspection is performed by Hydromax USA and is provided on behalf of Puget Sound Energy at no cost to you.
- The length of time required to complete the inspection is approximately 60 to 90 minutes.
- The inspection will be performed by a one or two-person Hydromax USA crew.
- All Hydromax USA technicians will arrive in a white van or truck with a co-branded Hydromax USA & PSE logo and will present their co-branded badge upon arrival at your property.
- Technicians will follow all appropriate COVID-19 guidelines, lay a protective drop cloth on surfaces prior to placing any equipment, and sanitize the work area upon completion.
- Technicians may request to run water from various fixtures in the house during flow testing to help identify all sewer lines exiting the home. This helps minimize follow-up appointments.

HYDROMAX USA
Advanced Water, Wastewater and Gas Data Collection

Hydromax USA is a nationwide service provider that assists gas utilities' effort to provide safe and reliable service.

PUGET SOUND ENERGY

Puget Sound Energy
P.O. Box 97034
Bellevue, WA 98009-9734
pse.com/sewersafety

Please call Hydromax USA at (206) 512-8032 to schedule your cross bore inspection today.

If you have a sewer blockage, it could be a cross bore. Before putting any cutting tools into the sewer line, call PSE to have a technician meet you or your plumber on-site, for free, to confirm if a cross bore exists. Call PSE at 1-888-225-5773 to have a technician dispatched to your property.

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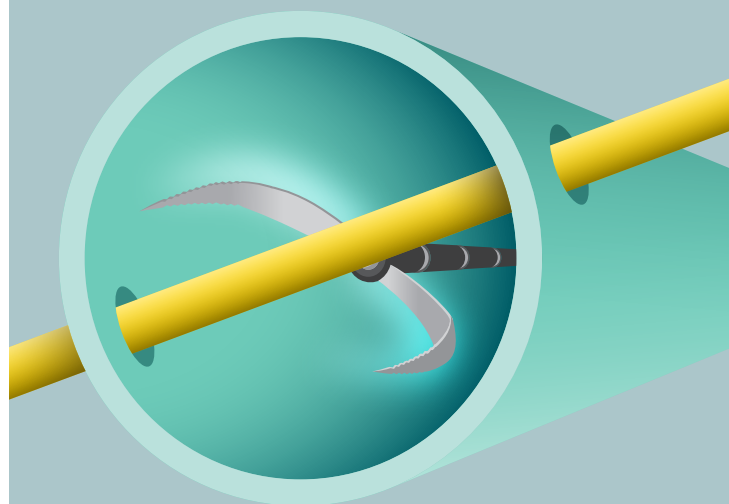
PUGET SOUND ENERGY

Sewer inspections for natural gas safety

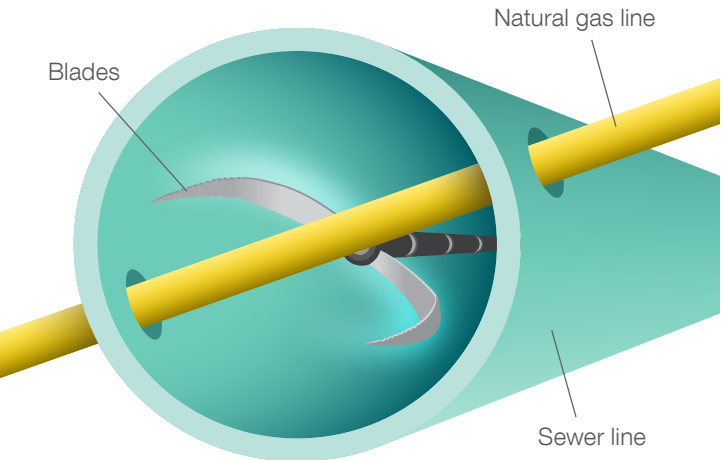
For your safety



Why inspect your sewer?

Puget Sound Energy is committed to the safety of our customers and the communities we serve. As part of this commitment, we would like to perform a safety inspection of your sewer line to rule out the possibility of a natural gas cross bore.

Because a natural gas line was installed in your street, on your property, or an adjacent property, Puget Sound Energy and our service partner Hydromax USA have determined that a sewer or septic line inspection is appropriate at your property.



What is a cross bore?

A cross bore is the inadvertent placement of an underground utility through a sewer pipeline. Many utilities use trenchless construction methods to minimize disruption to your property when installing underground utilities. This helps avoid tearing up yards and driveways, reduce road closures, and allow for efficient utility construction.

When utility installation work begins, existing underground pipes and wires are located when possible. However, sewer lines can be difficult to locate as they are regularly unmapped and undetectable using above-ground locating services. Even mapped sewer lines have unknown depths and rarely offer any above-ground indications of their location.

A gas cross bore in a sewer or septic line poses no threat unless the sewer backs up and a cutting tool is used to clear the blockage. The cutting tool can sever the gas line, allowing gas to enter the building and create the risk of a fire or explosion. A gas cross bore can occur even if your property is not served by natural gas.

About the inspection process

A Hydromax USA technician will begin by examining the exterior property to identify a point of access for the inspection. Possible exterior locations include cleanouts, roof vents, and crawlspaces. If you are aware of any cleanouts, please advise the technician, as this is typically the most efficient access point. However, some cleanouts are unsuitable for the inspection because they do not allow access for a complete inspection from foundation to the sewer main. A cleanout access point to your sewer/septic line is often distinguished by a capped pipe that connects to your home's sewer or septic line.

If there are no suitable exterior access points, the technician will request interior access to your property and attempt to locate a cleanout in a basement, crawlspace, garage, or laundry room. Inside cleanouts are typically on a main stack line or in the floor.

If there are no accessible interior cleanouts, the technician will request permission to briefly remove a toilet in order to access the sewer pipe. Hydromax USA technicians have extensive training in removing and reinstalling toilets. Reinstallations will include replacing the old wax ring with a new one, as well as the replacement of any aging hardware, all at no cost to you.

Once the inspection access point is identified, the technician will place a camera into the line to conduct a video inspection. The technician will attempt to inspect all the way from the location where sanitary sewer exits the foundation to the sewer main.

In addition, the technician may need to determine whether there is more than one sewer line leaving your property by flow testing sanitary fixtures in the home. If additional lines are found, the technician will attempt to inspect them during the existing appointment time using another access point.

An adult will need to be present for the duration of the appointment.

If the technician finds any indication of a natural gas cross bore, you will be notified and Puget Sound Energy will coordinate repairs at no cost to you. The video and inspection data collected by the technician will be reviewed by Hydromax USA's team of data analysts for quality control. If any subsequent data is required to ensure the safety of you or your property, a Hydromax USA representative will contact you.