

Answering Cross Bore Questions

What is a Cross Bore?

Cross boring occurs when a utility unintentionally intersects or damages another utility's underground facilities when using trenchless technologies, also known as directional drilling.

What's trenchless drilling?

It is a technique used to bore an underground path for new utility lines that does not disturb the surface of the ground.

Does Dominion Energy Ohio use trenchless drilling?

Dominion Energy Ohio does use trenchless drilling – also known as directional boring -- in the public right of way, using detailed maps that provide the location of our pipelines. Our Standard Operating Procedures, which have been in place for years, require the company and Dominion Energy Ohio contracted personnel to notify the Ohio Utilities Protection Service by calling 811 prior to the start of construction. This one-call system allows other member utilities to mark the location of their underground utility lines before work begins.

When does cross boring pose a potential danger?

In a cross bore situation, homeowners or plumbers run the risk of damaging the gas line when snaking the sewer or using other sewer cleaning methods to clean the sewer. Once damaged, the gas line could leak or rupture, causing the release of natural gas.

Could cross boring have occurred at my house?

Most likely, it has not. Sewer and water lines in our service area are installed at a depth deeper than our natural gas facilities, which significantly reduces the likelihood of cross boring.

How would I know if there is a cross bore problem at my house?

There have been a couple examples across the United States where a gas line has been bored through a sewer line, causing the sewer line to become clogged. A clogged sewer line can be an indicator of a cross bore problem.

If I have a clogged sewer line, are there precautions I can take?

Prior to allowing a contractor to run any sort of cutting device down a sewer line to remove the blockage, it is recommended that a camera tool is used to first identify what is blocking the line. If the camera identifies the blockage is due to another line, Dominion Energy Ohio should be contacted to investigate.

How would I know if there is a gas leak?

The telltale sign of a natural gas emergency is the presence of a rotten egg odor. It's a familiar odor similar to sulfur or rotten eggs that is added to natural gas to help you

smell a leak from a natural gas line or appliance. The odor may be present if a cross boring situation exists at your home.

If you smell natural gas or suspect a leak, first get to a safe distance away from the hazard, then call us immediately at 1-877-542-2630, anytime day or night.

Will Dominion Energy Ohio inspect my sewer line?

No. If a camera identifies that the blockage is due to another line, DEO should be contacted to investigate. Dominion Energy Ohio will respond if you detect an odor of natural gas in or around your home. Dominion Energy Ohio also performs regularly scheduled leak detection on all of its gas lines based on Federal Regulations.

If I'm digging, do I need to call 811?

Yes. State law requires you or your contractor to call the Ohio Utilities Protection Service at 811 at least two business days before you dig, whether for landscaping, digging holes for fence posts or a mailbox, anchoring supports for decks and swing sets, planting trees, removing tree roots, driving landscaping stakes into the ground or installing a retainer wall. Member utilities will mark the approximate location of their buried facilities to prevent damage. Damaged lines can pose a safety hazard, interrupt utility services and subject the guilty party to fines and penalties. Marking the location of buried facilities is a free service.