

Dig Safely this Spring and Summer

After the long winter we've had, many Vermonters are beginning to plan their outdoor projects for warmer months ahead. Whether it be digging up a garden bed, grinding a tree stump, or excavating for a new structure, you must contact Dig Safe before commencing work on your property. This free service will help ensure you don't damage underground utility lines in a way that puts you and your property at risk.

Here's how it works: At least 72 hours prior to digging, call 811 or make a request by visiting www.digsafe.com. Dig Safe will notify local utilities so they can mark buried infrastructure to ensure their location is visible on the surface prior to putting a shovel in the ground. Utilities have 72 hours to complete the work. A contractor can make this request on behalf of your project. If you're using a contractor, request that any work within 18 inches of the marked lines is completed by hand.

As a reminder, if you ever hit a natural gas line, immediately call 911, your local fire department, and VGS at 802-863-4511. Even if the line doesn't appear to be leaking, we'll inspect the area and make any necessary repairs. If gas is leaking, move everyone a safe distance from the area. (If you can smell gas, you're too close.)

As you look toward your spring and summer project list, be sure to make a note to notify Dig Safe in advance. We'll be there to assist you.

Upgrade Your Water Heater and Save Today

A failing water heater rarely gives much warning. When it does fail, it can mean unexpected costs, potential water damage, and the inconvenience of no hot water. Planning ahead helps you avoid emergency pricing, rushed decisions, and the risk of catastrophic failure.

Through June 30, 2026, enhanced rebates make now the ideal time to upgrade:

- **Storage Water Heaters** (≥ 0.86 UEF): \$450 (previously \$300)
- **Tankless Water Heaters** (≥ 0.90 UEF): \$450 (previously \$300)
- **High-Efficiency Tankless** (≥ 0.95 UEF): \$750 (previously \$500)

To qualify, equipment must be purchased through a participating distributor, installed by a licensed contractor at a residential VGS natural gas account, and sold between January 1 and June 30, 2026. Customer invoices should include a "VGS Incentive" line item showing the rebate applied at the point of sale. Talk with your contractor or distributor to explore eligible models and take advantage of these enhanced incentives while they last.

Looking for flexible options? VGS also offers low-rate financing through Green Mountain Credit Union, or you can choose our water heating equipment lease program for simple monthly payments with no upfront cost.

Learn more at vgsvt.com/efficiency.



Eric Crucitti Marks the Way for Safe Digging

Behind every safe excavation project is a dedicated professional making sure underground utilities are clearly marked, and for Vermont Gas, that's Eric Crucitti. As one of our skilled Locators, Eric plays a critical role in protecting our natural gas system and the communities we serve. Each year, his team fulfills nearly 12,000 Dig Safe tickets, carefully locating and marking our underground gas lines before any digging begins.

Using specialized locating equipment, Eric pinpoints the location of our gas mains and services, helping prevent damage, protect customers, and maintain reliable service.

“My job is to make sure people can dig safely and that our natural gas system stays protected,” said Eric Crucitti. “If we do our work right, projects move forward without incident and that’s a win for everyone.”



Detecting and Reporting a Natural Gas Leak

Natural gas leaks pose serious risks including fire hazards. Early detection and prompt reporting are crucial to ensuring your safety and your neighbors' safety.

Detecting a Gas Leak: Natural gas is colorless and odorless, but a harmless substance that is injected into the gas gives it a distinctive rotten egg smell to help alert you. If you notice this odor in your home or workplace, it could indicate a leak. Other signs include a hissing or whistling sound near gas lines, dead vegetation around pipelines, or visible bubbles in standing water.

What to do if you detect a leak: If you suspect a gas leak, act immediately. Avoid using electrical devices, matches, or anything that could create a spark. Open windows and doors to allow ventilation, and evacuate the area. Do not attempt to locate the leak yourself.

Reporting a Gas Leak: Once you are in a safe location, immediately call 911. You can also contact VGS at (800) 639-8081 to report a gas odor. Do not assume someone else will report the condition.

Preventative Measures: Regular maintenance of gas appliances and installing gas detectors can help prevent leaks and protect your home. By staying vigilant and acting quickly, you can minimize risks and keep your home safe. To learn more, visit <https://vgsvt.com/be-safe/report-leak/>.

QUESTIONS? GET IN TOUCH

(802) 863-4511

WWW.VGSVT.COM

CUSTOMERSERVICE@VERMONTGAS.COM