

Live Safely with Natural Gas



What you need to know





We monitor and inspect our gas system comprised of 1,800 miles of underground pipelines to ensure the safety of the public, both inside and outside of their homes. You too can take an active role in keeping you and your family safe around natural gas.

Important Gas Leak Information

Know what to do if you smell, see or hear gas leaking



If you suspect a gas leak

- Act Fast! Get everyone out of the house at once.
- On your way out, don't use anything that could generate a spark, such as a light switch, telephone, cell phone or car ignition.
- Once outside, call our Gas Emergency Hotline at **1-800-533-LEAK (5325)** or **911**.
- Stay outside until an on-site O&R representative tells you it's safe to go back in.

Signs of a gas leak

Smell – Because natural gas is colorless and odorless, a “rotten egg” odor called mercaptan is added to the pipeline system to make leaks detectable by smell.

See – You may see a white cloud, mist, fog, bubbles in standing water, blowing dust or vegetation that appears to be dead or dying for no reason.

Hear – You may hear a roaring, hissing or whistling sound.

Inside Your Home

- Don't let your children play near gas appliances.
- Get a professional to move or replace appliances that are attached to a flexible connector, such as a gas stove or clothes dryer.

- Don't step, sit, lean, or place any objects on flexible gas connectors attached to appliances.
- Replace, don't reuse, old flexible connectors since they may become brittle over time and develop small cracks. This could cause a gas leak.
- Set your water heater below 120 degrees F to avoid burns. Always check the water temperature before placing a child in the bathtub.
- Keep combustibles such as gasoline and paints away from gas appliances.
- Make sure indoor sewer line caps are intact and securely attached to prevent combustible gases from entering your home through the sewer line.

Outside Your Home

Keep Your Gas Meter Clear

- Keep the path and area around the gas meter clear of snow, ice, and debris. Accumulation of these materials can affect proper operation or ventilation of your metering equipment and can also be hard to reach in an emergency.
- Keep the roof area above your meter assembly clear of snow and ice. The impact of snow or ice falling from your roof can cause damage to the metering equipment.
- Use a broom to gently clear the snow around and on top of the meter and piping. If there's ice accumulated on the meter, call O&R to get it removed.
- Don't deposit snow piles or shovel snow from your roof on or near the meter assembly.
- Don't use a snow blower or shovel near the meter.

Call Before You Dig

Planning on doing some outdoor work that involves digging? The slightest scratch, scrape, dent or gouge in an underground pipeline can result in a dangerous leak. This can lead to a serious accident,

injury, death or costly property damage. However, you can prevent such hazards from occurring by protecting underground utilities.

- Call **811** two to 10 days before you dig or excavate.
- Member utilities will then mark the location of underground facilities for you at no charge.
- Only use hand tools if you plan to dig within two feet of the marks made by the utilities.

Gas Equipment Inspections

Regulations require us to conduct safety inspections on the piping leading up to the gas meter. The majority of these inspections are done outdoors and don't require any involvement from our customers. However, if equipment is inside and we cannot access it, we'll call you to arrange this inspection. If we're unable to schedule the inspection, you may be subject to an extra charge on your bill.

Know Your Gas Pipeline Responsibilities

If you own private property, you should know what your responsibilities are when it comes to customer-owned gas service pipelines. For one- to three-family homes, the property owner is responsible for marking the location, inspecting and maintaining the service lines beyond the first inside fitting if the meter is indoors, or the foundation wall if the meter is outdoors. For large residential and commercial buildings, the property owner's responsibility begins at the property line.

For More Information

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