

If you smell natural gas, get up,  
get out and call us immediately!

! IMPORTANT SAFETY INFORMATION

- NYSEG customers: 1.800.572.1121
- RG&E customers: 1.800.743.1702
- OR call 911

**Información importante sobre seguridad.** Por favor, guarde este documento y visite el sitio web que aparece abajo para ver su versión traducida.

**Consignes de sécurité importantes.** Veuillez conserver ce document et visiter notre site Internet pour lire les consignes dans votre langue.

**Informação Importante de Segurança.** Salve este documento e visite o site abaixo para visualizar sua versão traduzida.

**Thông Tin Quan Trọng về An Toàn.** Xin giữ tài liệu này và viếng mạng lưới dưới đây để xem bản dịch sang ngôn ngữ của quý vị.

**Важная информация о безопасности.** Сохраните этот документ. С переводом можно ознакомиться на сайте по указанному ниже адресу.

**Importanti informazioni sulla sicurezza.** Si prega di salvare il presente documento e visitare il sito riportato qui sotto per visualizzare la versione tradotta.

**重要的安全資訊。** 請保存此文件，並訪問下面網站，以查閱您的翻譯版本。

ข้อมูลสำคัญเพื่อความปลอดภัย โปรด  
บันทึกเอกสารฉบับนี้ไว้และเข้าชมเว็บไซต์  
ด้านล่างเพื่ออ่านฉบับแปลภาษาไทย

معلومات هامة للسلامة. الرجاء حفظ هذه  
الوثيقة وزيارة الموقع أدناه لعرض النسخة  
المترجمة.

[northeastgas.org/public\\_awareness\\_languages.php](http://northeastgas.org/public_awareness_languages.php)



Translated versions of this important  
information can also be found by  
scanning this QR code.

15-0505  
DST 00160657



SMELL  
NATURAL  
GAS?

If you smell natural gas, get up,  
get out and call us immediately!

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We've added a harmless chemical called mercaptan to natural gas to help you and your entire family identify leaks.

**If you smell even a slight odor of natural gas - don't wait!  
Get up, get out and call us or 911 immediately.**

## How to recognize a leak:



### SMELL

For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added to natural gas.



### SIGHT

You may see a white cloud, mist, fog, bubbles in standing water or blowing dust.



### SOUND

You may hear an unusual noise like roaring, hissing or whistling.

## If you suspect a leak:

**Get up, get out** and call us or **911** immediately. Do not use your telephone or cell phone in your home.

**Provide** your exact location with cross streets.

**Do not** smoke, light candles or operate electrical switches or appliances. Doing so can produce a spark and cause an explosion.

**Let us know** if sewer construction or digging activities are going on in the area.



**DO NOT ASSUME SOMEONE ELSE WILL REPORT THE ODOR.**

**Natural gas has an excellent safety record, but like all forms of energy, it must be handled properly. If improperly handled, it may cause a hazardous condition such as a fire, explosion or asphyxiation.**

## We work diligently to ensure pipeline safety through a variety of measures including:

- Design and construction practices.
- Inspection, monitoring, testing, and notification systems and programs.
- Workforce training and qualification.
- Public education programs.

## Call 811 before you dig.

Damage to a natural gas pipeline from excavation activities may cause a natural gas leak and hazardous situation.

Before beginning any excavation, have all underground utilities marked by calling **811**.

**It's free, it's easy and it's the law.**

