

IMPORTANT
NATURAL GAS
SAFETY
INFORMATION

SMELL
GAS?

Leave the premises
and call us immediately!

NYSEG Customers: Call 1.800.572.1121

RG&E Customers: Call 1.800.743.1702

Or call 911

This safety information provided in partnership with:



IF YOU SMELL GAS – DON'T WAIT!
No matter how slight - leave the premises and call us immediately.

How to recognize a leak:



Smell

Recognizing the odor - which is similar to rotten eggs.



Sight

Seeing a white cloud, mist, fog, bubbles in standing water or blowing dust.



Sound

Hearing an unusual noise like roaring, hissing or whistling.

What to do if you suspect a leak:

Move to a safe environment and call us immediately. Do not use your telephone or cell phone in your home.

Provide the exact location with cross streets.

Do not smoke, light candles or operate electrical switches or appliances. Doing so can produce a spark, ignite the gas 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 CONDITION.

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 before you dig.

Damage to a pipeline due to excavation activities may cause a gas leak and has the potential to ignite.

Before beginning any excavation activity, have all underground utilities marked-out by calling the number shown to the right.

It's the law, and it's for your safety.

