



Carbon monoxide prevention

You and your family can rest easy knowing you have a working carbon monoxide alarm

Your safety is important to us. Please review this important information about carbon monoxide to help keep you, your family, and your pets safe.

About carbon monoxide

- Carbon monoxide (CO) is a colorless, odorless gas. When inhaled, carbon monoxide crowds out life-sustaining oxygen from your red blood cells.
- Carbon monoxide poisoning can happen in a matter of minutes.
- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Prolonged exposure to carbon monoxide can lead to serious illness and even death.
- Carbon monoxide is found in combustion byproducts, such as those produced by small gasoline engines, generators, or by burning charcoal, coal, oil, wood, propane or natural gas. Carbon monoxide from these sources can build up in enclosed or partially enclosed spaces.

Suspect a carbon monoxide problem?

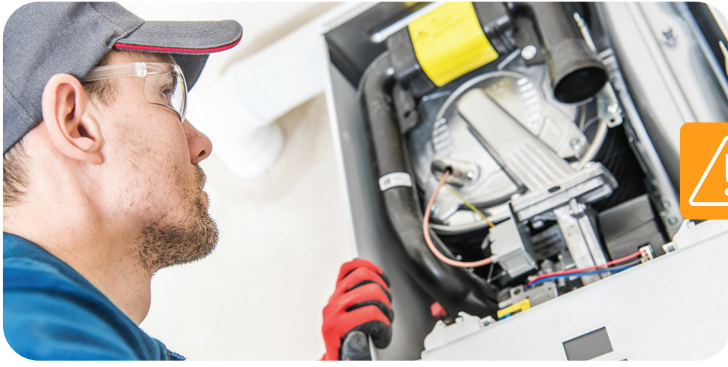
Get up, get out and get away! Then call us or 911 from a safe location.

- We'll respond quickly to make sure you and your family are safe.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.

Preventing carbon monoxide poisoning

- Have your heating system, water heater and any other coal, oil, wood, propane or natural gas burning appliances, as well as chimneys, flues and vents checked once a year by a professional.
- Install a CO alarm in your home. All New York State residences must have a CO alarm, according to *Amanda's Law*, named for a Buffalo teenager who died from carbon monoxide poisoning. Amanda's law applies to all dwellings with an attached garage, and one- and two-family homes, condominiums, cooperatives, and multiple dwellings where there are heating and cooking appliances, which could emit the deadly gas. In any new home, CO alarms must be hard-wired.
- Check or replace the battery in your CO alarm when you change the time on your clocks each spring and fall.
- Keep vents and flues free of debris. Check them during windy or snowy conditions, as debris can block ventilation lines.
- Prevent CO poisoning through the proper installation, maintenance and use of appliances in accordance with manufacturers' instructions. ALWAYS ensure plenty of ventilation and air circulation.
- Never use a natural gas range, oven, or propane to heat your home.
- Never use a grill, hibachi, lantern or portable camping stove inside your home, tent or camper.

Check your heating system annually



For tips on how to find a heating contractor, visit the New York State Attorney General's website, ag.ny.gov/hiring-home-improvement-contractor.

In addition to the safety benefits, a well-maintained heating system will run more efficiently and save you money. Ask a professional heating contractor to check your furnace or boiler, plus all vents, chimneys and flues before you use them. A typical heating system checkup should include adjusting the fuel/air mixture, cleaning nozzles or burners, checking filters and testing the system.

Other ways to stay safe

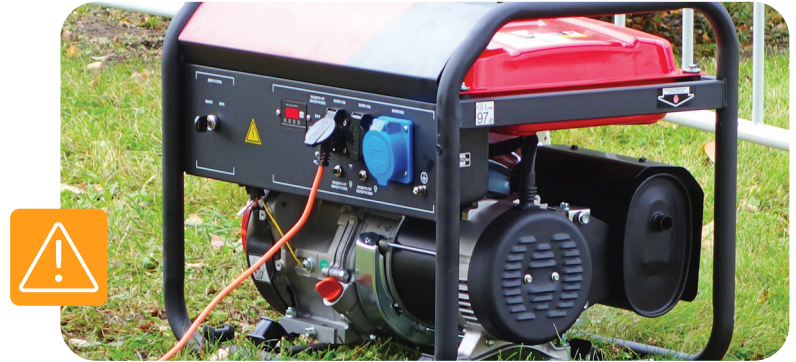
- Be sure there are no obstructions in your registers, cold-air return ducts or heating ducts.
- Change or clean your furnace filters frequently during the heating season. Dirty or clogged air filters restrict airflow and make your heating system work harder.
- Keep all combustible materials far away from your heating equipment.
- Leave natural gas appliance installation to the professionals. Only professional plumbing and heating contractors or appliance installers should install natural gas lines, change appliance connectors or check service lines running from the natural gas meter to your appliances.
- Studies have linked corrugated stainless steel tubing (CSST), sometimes used for natural gas appliances or equipment, with the risk of fire due to lightning strikes. Proper bonding and grounding can reduce this risk. Consider asking the professional checking your heating system about this.

Portable generator safety

When operated improperly, portable generators can also cause carbon monoxide problems. Consider these portable generator safety tips:

- Operate your generator outdoors in a clean, dry, well-ventilated area, and never indoors or in a garage.
- Make sure exhaust gases are safely vented away from the house, windows or other enclosed areas.

For more information on generators, get our FREE *Emergency Generator Safety* information sheet at nyseg.com or rge.com.



The National Fire Protection Association (NFPA) recommends CO alarms be installed in a central location outside **each sleeping area** and on **every level of your home**.



Natural gas odors or emergencies

800.572.1121 (24 hours a day, every day) or call **911**

Electricity interruptions or emergencies

nyseg.com or **800.572.1131** (24 hours a day, every day)

Deaf and hard of hearing

Dial **711** (New York Relay Service)

nyseg.com

Professionally translated to Spanish



Natural gas odors or emergencies

800.743.1702 (24 hours a day, every day) or call **911**

Electricity interruptions or emergencies

rge.com or **800.743.1701** (24 hours a day, every day)

Deaf and hard of hearing

Dial **711** (New York Relay Service)

rge.com

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