

If you smell natural gas, get up, get out and call us immediately from a safe location!

- NYSEG customers: 800.572.1121
- RG&E customers: 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
المتجمة.

northeastgas.org/public_awareness_languages.php



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

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! IMPORTANT SAFETY INFORMATION



**SMELL
NATURAL
GAS?**

**Scratch &
sniff the
egg on the
inside.**

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

- NYSEG customers: 800.572.1121
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Part of the AVANGRID Family

For your safety, we've added a distinctive sulfur-like odor, similar to rotten eggs, to help you and your family identify a natural gas leak.

If you smell that distinctive odor, don't wait!

Get up, get out and call us or **911** immediately from a safe location.



How to recognize a leak:



SMELL

We added a harmless chemical called mercaptan to natural gas. It smells like rotten eggs.



SIGHT

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



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

Safe digging starts here:

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 using the online form at UDigNY.org or calling **811**. **It's free. It's easy. And it's the law.**

