



Natural gas safety information

Natural gas has an excellent safety record because of the industry's and our diligence to maintain, operate and monitor the nation's vast transmission and distribution system.

We conduct preventative maintenance on the natural gas system to ensure the system is operating properly and safely. We care about your safety and want you to be safe around your natural gas appliances. If used properly, natural gas is safe. Please review this important information to help keep you and your family safe.

Use your senses to recognize a potential natural gas leak



Smell

Natural gas is colorless and odorless. For safety purposes, a harmless chemical called mercaptan is added to give it a distinctive, pungent, sulfur-like odor similar to rotten eggs. *(Note: Not all transmission lines are odorized.)*



Look

Dirt being blown into the air for no apparent reason, white fog or bubbling water near a natural gas pipeline. Flames at or near exposed natural gas piping. Dead/brown vegetation where vegetation is otherwise moist and green.



Listen

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

If you suspect a natural gas leak, get up, get out and get away, then call NYSEG at **800.572.1121** or RG&E at **800.743.1702** or call **911** immediately from a safe location.

NYSEG, RG&E or a first responder (fire department) will respond quickly to ensure that you and your family are safe.

Suspect a natural gas leak?

- Get up, get out and get away, then call us or **911** immediately. Do not use your telephone or cell phone indoors.
- **Do not** assume someone else will report the condition.
- **Do not** smoke or operate electrical switches, appliances or telephones (including cell phones). They may produce a spark that might ignite the natural gas and cause an explosion.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are in progress.

Safety tips

- 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.
- Have your heating system, chimney, flues and vents checked once a year by a professional.
- Install a carbon monoxide (CO) detector.
- Follow manufacturer's instructions for the operation and care of natural gas equipment.
- Never use a natural gas range or oven to heat your home.
- Check to ensure that natural gas appliance flues and vents are free of debris (leaves, bird or bees nests, and snow and ice).
- Keep paper, flammable fluids, rags, lint and other combustible materials away from furnaces, water heaters, ranges, dryers and other natural gas appliances.

Install a CO detector

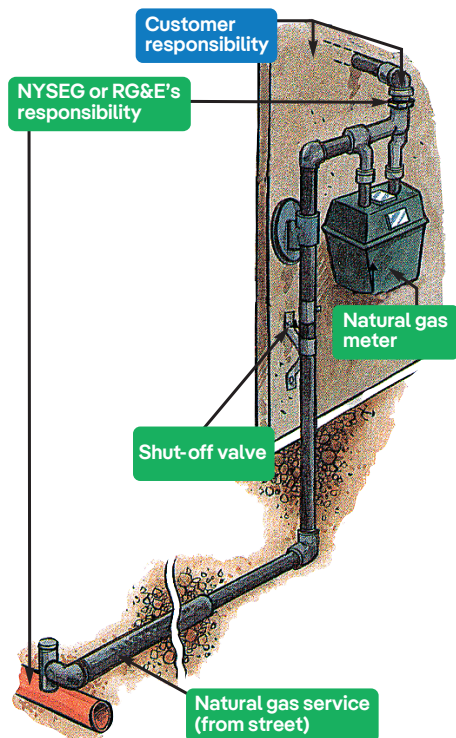
CO is found in combustion byproducts, such as those produced by small gasoline engines or generators, or by burning charcoal, coal, oil, wood, propane or natural gas. Exposure to CO can be deadly. Under New York State law (Amanda's Law) all residences must have a CO detector. Amanda's Law – named for a Buffalo teenager who died from CO – applies to all one- and two-family homes, condominiums or cooperatives, and multiple dwellings where there are heating and cooking appliances. CO detectors are also required in all dwellings with an attached garage. In any new home, CO detectors must be hard-wired.

For more information, download our Carbon Monoxide Prevention fact sheet at nyseg.com/COsafety or rge.com/COsafety.

Who's responsible for what

In most cases, if a problem exists in a natural gas service line or meter, it is NYSEG's or RG&E's responsibility to fix it. All natural gas pipe from the meter into your home or business and inside your home or business, along with your natural gas appliances and equipment, are your responsibility.

You should contact a qualified licensed plumber, heating contractor or appliance repair professional to install natural gas lines, change appliance connectors or check service lines running from the meter to your appliances.



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

Safe digging starts here



The greatest risk to underground natural gas pipelines is accidental damage during excavation. Minor damage such as a gouge, scrape or dent to a pipeline or its coating may cause a leak or failure.

Whether you're a homeowner or a contractor, you must have underground utilities marked before you dig to protect you and others from injury and prevent damage to underground utility lines and pipes.



For this free mark-out service, contact UDig NY by using their online form at UDigNY.org between two (2) and ten (10) days (excluding holidays and weekends) before starting your project. It's free, it's easy and it's the law.

If our underground facilities are disturbed, damaged, or suspected of being damaged, call us and we'll respond immediately to make the site safe.

Be mindful of pipeline markers



Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position. Because many lines

are not marked, it is critical that you contact UDig NY by using their online form at UDigNY.org before you start a digging project.



Natural gas odors or emergencies

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



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