

NATURAL GAS SAFETY

Este folleto está disponible en Español.
Visite www.swgas.com/safety o llame
al **1-800-654-2765**.



SOUTHWEST GAS

IMPORTANT CONTACT INFORMATION

Emergencies:

If you suspect a natural gas leak, from a safe place, call **911** and Southwest Gas immediately at **1-877-860-6020**, whether you're our customer or not.



Resources for safety information

- For more information about natural gas safety visit www.swgas.com/safety or call **1-800-654-2765**.
- For more information about pipeline safety visit the U.S. Department of Transportation Pipeline Safety Community at www.phmsa.dot.gov/pipeline.
- To view maps with general locations of transmission pipelines visit www.npms.phmsa.dot.gov.
- For more information about the 811 Call Before You Dig service visit www.call811.com.

Additional contact information

- For appliance information or contractor referrals, call the Southwest Gas Energy Specialists at **1-800-654-2765**.
- To verify the identity of a Southwest Gas employee, to inquire about a bill, or to ask questions about your service call **1-877-860-6020**.

You should know how to recognize a natural gas leak or other gas-related hazard and what to do during a natural gas emergency.

Recognizing a Natural Gas Leak

A leak may be present if you:

SMELL

an odor similar to rotten eggs, even if it's faint or momentary.

HEAR

a hissing or a roaring coming from the ground, above-ground piping, or a natural gas appliance.

SEE

dirt or water blowing into the air, unexplained dead or dying vegetation or grass, or standing water continuously bubbling.

WHAT TO DO DURING A NATURAL GAS EMERGENCY

If you suspect a natural gas leak:

- Leave the area immediately.
- From a safe place, call **911** and Southwest Gas at **1-877-860-6020**, day or night, whether you're our customer or not. A Southwest Gas representative will be there as soon as possible.
- Don't smoke or use matches or lighters.
- Don't turn on or off any electric switches, thermostats, appliance controls, or do anything that might cause a spark.
- Don't start or stop an engine, or use an automated (garage) door.



DIGGING SOON?

Every digging job requires a call to **811** – even small projects like planting trees or shrubs. Whether you're a homeowner or professional excavator, one call to **811** gets all utility-owned underground lines marked for FREE.

So before digging be sure to:

- Call **811** at least two working days before starting any digging project.
- Wait for the site to be marked.
- Respect the marks.
- Dig with care.
- Familiarize yourself with your state's call-before-you-dig law.



**Know what's below.
Call before you dig.**

Digging without calling can result in a natural gas leak, which has the potential to disrupt service to an entire neighborhood, cause an evacuation, fire, property damage, injury, or loss of life, and potentially result in fines and repair costs. Calling **811** before every digging project gets your underground utility-owned lines marked for free and helps prevent undesired consequences. Be aware, however, that customer buried piping can't be located by calling **811**.



WAYS TO IDENTIFY COMPANY AND CONTRACT PERSONNEL

If someone just shows up at your door to perform services you haven't requested, please don't let them into your home. Instead, whether or not you're a Southwest Gas customer, call us immediately at **1-877-860-6020**, 24 hours a day, seven days a week to verify their identity. If they're Southwest Gas employees, they'll gladly wait outside while you make the call.

Company and Contract Personnel:

- Wear an identification badge that includes their name, picture, and company logo.
- Generally come to a home only when service is requested.
- Identify themselves and the purpose of their visit.
- Enter your home only at your request.

Additionally, most Southwest Gas employees drive marked company vehicles and wear a company uniform with our logo.

Remember, your safety is our top priority. Although the natural gas industry has a very positive safety record, your understanding of natural gas delivery systems can lead to safer practices. Working together, we can continue to provide you with safe and reliable natural gas service 24/7.



APPLIANCE SAFETY

What can you do?

- Read and follow the appliance manufacturer's instructions. Store the instructions in a safe place for later use.
- Make sure that qualified plumbers, contractors, or dealers install and repair all natural gas equipment and appliances.
- Have qualified plumbers, contractors, or dealers perform annual inspections and maintenance on your gas appliances.

For a list of licensed contractors in your area, visit www.swgas.com/referrals or call the Southwest Gas Energy Specialists at **1-800-654-2765**.

APPLIANCE SAFETY TIPS

- Don't store or use flammable products near gas appliances.
- Keep a minimum of three feet clear around your furnace and water heater.
- Set your water heater thermostat at or below the manufacturer's recommendation to prevent scalding accidents.
- Keep the burners on your range clean.
- Don't allow the flame on range burners to extend beyond the bottom of pots and pans.
- Teach small children to stay away from the gas range and all gas-burning appliances. Where possible, use stove guards, knob covers, and oven locks to enhance safety.
- Never use the kitchen oven as a space heater.
- With the exception of decorative fireplaces, firepits, or Tiki torches, properly operating natural gas appliances should have a clear, steady blue flame.
- When using decorative natural gas logs, ensure that the fireplace/chimney damper is in the open position.

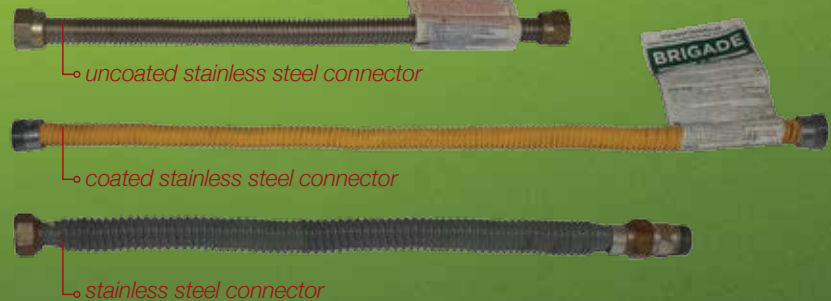
APPLIANCE CONNECTORS

Gas connectors are corrugated metal tubing used to connect appliances to natural gas supply lines. Some older brass flexible connectors can separate from the tubing and cause a gas leak, explosion, or fire. While these uncoated brass connectors haven't been made for more than 20 years, many are still in use today.

For your safety, if you think you have uncoated brass connectors, make sure a qualified contractor performs an inspection and immediately replaces them with stainless steel or plastic-coated connectors.

Information about product recalls can be obtained directly from the U.S. Consumer Products Safety Commission (CPSC) at www.cpsc.gov.

Acceptable Appliance Connectors



RECOGNIZING THE SIGNS OF CARBON MONOXIDE EXPOSURE

Natural gas appliances are very safe. However, like all appliances, if they aren't properly maintained or are malfunctioning, they can be dangerous. One of those dangers is exposure to carbon monoxide.

Carbon monoxide is produced by the incomplete burning of fuel, including natural gas. It's a poisonous, odorless, and colorless gas that can be fatal. Any suspected carbon monoxide exposure is an emergency.

Symptoms of carbon monoxide exposure include:



- Flu-like symptoms
- Dizziness
- Headache
- Fatigue
- Nausea
- Shortness of breath
- Mental confusion
- Vomiting
- Loss of muscular coordination
- Loss of consciousness

If you suspect the presence of carbon monoxide:

- Leave the premises and get into fresh air immediately.
- Call **911** or your local emergency number as soon as possible to get medical attention.
- Don't re-enter the building until an emergency official has determined the building to be safe and you've been given permission to do so.



Carbon monoxide detectors can be found at most home improvement stores and are easy to install.

Prevent carbon monoxide emergencies - have your natural gas appliances serviced regularly.

Southwest Gas recommends you have your natural gas appliances serviced annually by a trained professional. In addition to keeping your appliances operating at optimal efficiency for energy conservation, this is one of the best ways to prevent carbon monoxide emergencies.

Sometimes an appliance will leave soot if it's producing carbon monoxide. If your natural gas appliance has soot, turn off the appliance and don't use it until it's serviced by a qualified contractor. For a list of qualified plumbers, contractors, or appliance dealers in your area, visit www.swgas.com/referrals or call the Southwest Gas Energy Specialists at **1-800-654-2765**.

The U.S. Consumer Product Safety Commission recommends that consumers install carbon monoxide detectors. They also caution that while a carbon monoxide alarm can provide some added protection, it's no substitute for proper use and upkeep of appliances that can produce carbon monoxide. Additional information can be found on their website at www.cpsc.gov.

Special note for California residents: Make sure your structure has functioning carbon monoxide detectors as required by California Health and Safety Code §17926. More about this law can be found in the California Carbon Monoxide Poisoning Prevention Act of 2010.

Please note: Southwest Gas does not inspect for the absence of carbon monoxide detectors, their placement, nor do we install or service these detectors.



Southwest Gas is responsible for the gas line up to and including the meter. Property owners are responsible for gas piping from the gas meter to your home or business.

DID YOU KNOW YOU MIGHT OWN A NATURAL GAS LINE?

That's right. All gas piping located between the meter and your structure and indoor/outdoor gas appliances are owned and must be maintained by the property owner. This is referred to as "customer buried piping." If the customer buried piping is not properly maintained, leaks can create a hazardous condition.

Southwest Gas owns all natural gas piping and facilities leading up to and including the meter and rigorously maintains it. This maintenance includes regular inspection to ensure no leaks are present and the lines are in good condition.

To keep your home or business safe and reliable, you should:

- Monitor and properly maintain the natural gas lines you own.
- Periodically inspect your lines for leaks and/or corrosion.
- Repair the lines immediately if any unsafe condition is discovered.
- Hand dig when excavating near any buried gas piping.

SNOW COUNTRY PRECAUTIONS

Heavy snow and ice falling from roofs can damage natural gas meters, regulators, and associated natural gas piping. Special care must be taken when clearing roofs to prevent impact. Also, ice and snow accumulation, whether natural or manmade, can damage gas meters and outdoor appliances and create a hazardous leak.

Snow Safety Tips:

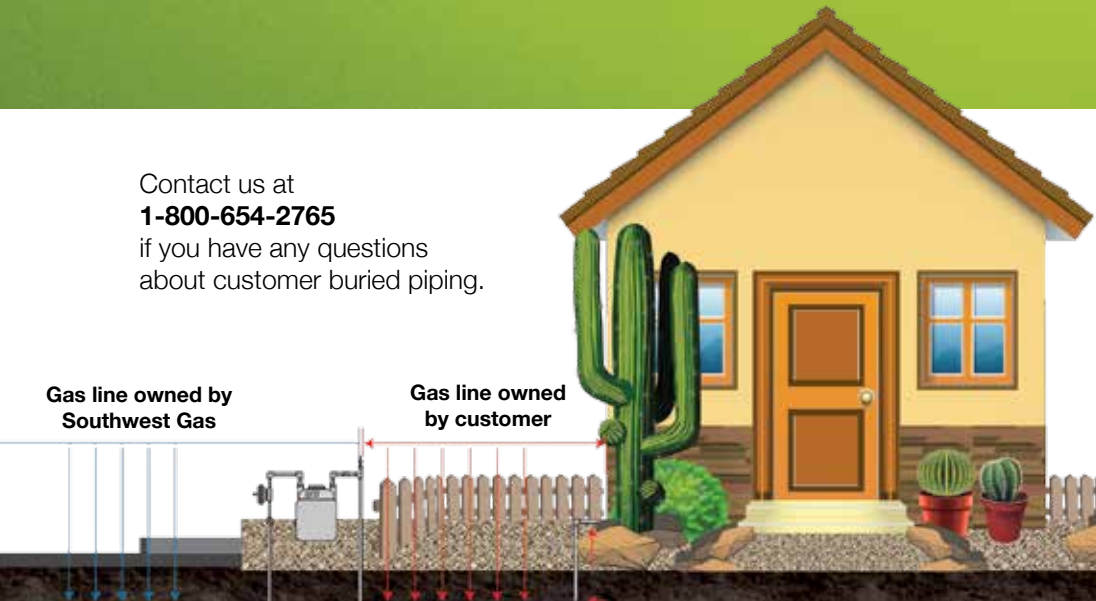
- Install a structurally engineered shelter above your natural gas meter to prevent snow and ice accumulation.
- Use a broom, instead of a shovel where possible, to clear snow or ice off natural gas meters and outdoor appliances, including regulators, associated piping, and propane appliances.
- When shoveling or plowing, don't pile snow on gas meters or outdoor appliances.
- Keep all outside gutters free of leaves and debris, including those above or near the natural gas meter and outdoor appliances.
- Natural gas appliances require proper exhaust and ventilation. It's important to know the location of the air supply and exhaust ducts, and keep them free of snow, ice, leaves, or other debris.

For information about how to build a snow shelter or for a contractor referral, visit www.swgas.com/safety or call 1-800-654-2765.

Contact us at **1-800-654-2765** if you have any questions about customer buried piping.

Gas line owned by Southwest Gas

Gas line owned by customer



customer maintains this underground pipe (including pipelines to barbecues, pool heaters, lights)



PLANNING TO CLEAR A SEWER LINE?

On rare occasions, natural gas pipes have been found within sewer pipes and caused sewer blockages. Mechanical equipment used to unclog sewer pipes can penetrate the natural gas pipe and lead to a dangerous release of natural gas. Please call **1-877-860-6020** and press “9” before you have your sewer pipe cleaned. We will promptly mark our natural gas line for free.

Take immediate action if you encounter any of the following signs when you, or your plumber, clean out a sewer line with a roter device:

- A natural gas odor at the cleanout or inside the building served by the sewer line, even if it's faint or momentary.
- Bubbles rising through standing water or in the toilet bowl.
- Leave the area immediately and from a safe place call **911** and Southwest Gas at **1-877-860-6020**, day or night. A Southwest Gas representative will be there as soon as possible.

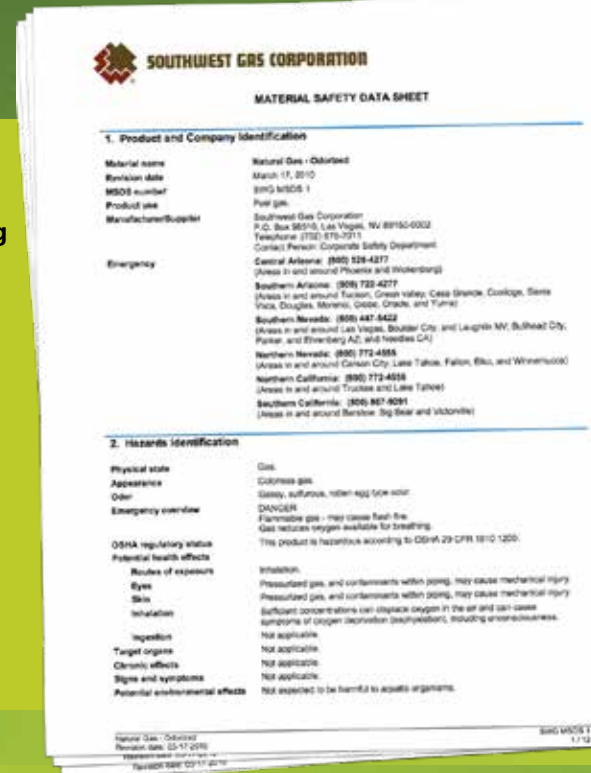
If you, or your plumber, think, sense, or see that there might be an obstruction or blockage in the sewer line connecting a house or business to the main sewer line, call Southwest Gas at **1-877-860-6020** and press “9” for immediate assistance to ensure that a gas line is not affected or has not been damaged. There is no charge for this service.

In addition, when planning sewer work, call **811** for a line location of underground utilities, including gas lines, prior to cleaning out a sewer line with a roter device. The service is free, but may not be available on weekends or holidays.



To help you identify and understand the many procedures and proper handling of odorized natural gas, Southwest Gas has prepared Material Safety Data Sheets.

If you're an employer and would like Material Safety Data Sheets for natural gas, please visit www.swgas.com/safety or call us at **1-800-654-2765**. In addition, make sure your employees are familiar with both the content of the MSDS information and how to obtain a copy (also available in Spanish).



EXCESS FLOW VALVES

An excess flow valve (EFV) is a device that automatically reduces the flow of natural gas if a service line is broken. The EFV is installed on the service line that runs underground between the gas main and the meter on a customer's property. Because the EFV restricts the flow of gas, it reduces the potential for fire-related property damage, personal injury, and death. Southwest Gas has installed EFVs on most residences built after June 2008.

While the valve provides enhanced safety, it's not designed to operate in response to small leaks in the service line, nor protect against customer appliance malfunction, house line leaks, or small punctures in the underground pipe. An EFV may not protect against damage to pipelines from earthquakes or flooding. If you'd like a cost estimate to have an EFV installed at your residence, or if you'd like to find out if you already have an EFV, please call our Energy Specialists at **1-800-654-2765** to get more information.

EARTHQUAKE/SEISMIC VALUES

A natural gas earthquake or seismic shut-off valve automatically shuts off your gas service when an earthquake of sufficient magnitude occurs. These valves are installed on your house line, not the service line maintained by Southwest Gas. These valves can be purchased through independent suppliers or contractors, and should be professionally installed.

If an earthquake or other significant event causes your seismic shut-off valve to close, Southwest Gas recommends that you contact a licensed, qualified contractor to reset the valve, verify that no gas leaks exist, perform a safety check of your gas appliances before they're placed back in to operation, and re-light your pilot lights.

Contact the Southwest Gas Energy Specialists at **1-800-654-2765** for a contractor referral.

CORRUGATED STAINLESS STEEL TUBING

Corrugated stainless steel tubing (CSST) is a flexible, thin-walled metallic tubing used to supply natural gas in some residential, commercial, and industrial buildings. CSST often has a yellow or black plastic coating and is typically found inside walls and through and along floor and ceiling joists. It's not the same as the flexible appliance connectors that attach directly to your gas appliances.



If lightning strikes a structure containing CSST, there's a risk the lightning can travel through the structure's natural gas piping system and cause a leak or fire. To help protect structures from potential lightning strikes, the installation of an appropriate lightning protection system should be considered.

Southwest Gas doesn't provide inspection service for CSST installations. If you're unsure whether CSST is installed in your structure, contact your builder, contractor, or a licensed plumber for more information and/or an evaluation.



SOUTHWEST GAS

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