

A MESSAGE FOR YOU ABOUT NATURAL GAS SAFETY

Natural gas is a safe and reliable energy source. Safety of our customers, employees and communities is our top priority. To prevent unexpected accidents that can occur if natural gas is used improperly, we want you to stay safe by following these safety tips.

YOUR SENSES CAN HELP DETECT NATURAL GAS

SMELL: If you smell a rotten egg or sulfur-like odor, it may be the result of a natural gas leak. Natural gas is naturally colorless and odorless, so we have added an odorant called mercaptan to warn you of a natural gas leak.

LOOK: If you see unexplained dead vegetation, blowing dirt or bubbling puddles of water in or around your yard or your natural gas meter, you may have a natural gas leak. If you see a yellow flame instead of a blue flame on your range, furnace or water heater, it's a potential warning sign that natural gas is not burning properly. This can lead to a potential for carbon monoxide poisoning.

LISTEN: If you hear a hissing or roaring around natural gas piping, meter or appliance, or if your natural gas appliance fails to ignite, you may have a natural gas leak.

NATURAL GAS SAFETY

Natural gas is flammable and can be ignited by heat, sparks or flames. If you think you have a leak, avoid these actions as they can spark a fire or explosion:

- DO NOT** flip a light switch or ring a doorbell.
- DO NOT** open or close windows or garage door.
- DO NOT** light a match or cigarette.
- DO NOT** use your phone or any electronic device.
- DO NOT** start your vehicle if nearby.
- DO** leave the area immediately.
- DO** call 911 and 1-800-959-5325.
- DO** keep others out of the area.

Remain away from the building until an official familiar with the situation tells you it is safe to return. Once your natural gas has been shut off, do not try to turn it back on. Only a qualified service person may perform this task.

**If you think you have any of these warning signs, leave the area immediately!
Then call 911 and Texas Gas Service at 1-800-959-5325 (LEAK).**

CARBON MONOXIDE POISONING

Carbon monoxide is an odorless, colorless and tasteless gas that can make you sick and, under some circumstances, may be deadly. Carbon monoxide is created when fuel does not burn completely. Sources may include improperly vented or malfunctioning appliances, auto exhaust and blocked chimney flues.

POTENTIAL SIGNS OF CARBON MONOXIDE

- Yellow flame instead of a blue flame on appliance burners.
- Black soot around vents, flues, furnace filters, burners or appliance access openings.
- Condensation on windows or interior walls.
- Absence of a draft in your fireplace.
- Headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting.

If you suspect the presence of carbon monoxide in your home or business, leave immediately and use a phone located away from the potential hazard to call 911.

HELPFUL PREVENTION TIPS

- Install and maintain a carbon monoxide detector.
- Check and maintain proper ventilation of flue and chimney.
- Clean or replace furnace filters regularly.
- Do not block air intake areas near appliances.
- Do not use a range or space heater to heat your home.
- Do not start your car, lawn mower, snow blower or any combustion engine in a closed garage.
- Do not operate a natural gas or propane grill in an enclosed area.
- Have a qualified contractor inspect your heating and cooling equipment annually.



DIGGING SAFETY

Before starting any digging or excavation project, call 811. State law requires calling 811 two full working days prior to the planned excavation start date so that underground utilities can be marked free of charge.

CALL 811 BEFORE YOU DIG

You should always call 811 before digging, whether your project is to plant a tree, install a sprinkler system, set fence posts or perform much larger excavation work. Utility lines can run in the front yard, backyard, along the side of the house, in the street and in fields.

If you hire a contractor that will be digging and you don't see flags or markings in the project area, ask your contractor to call 811. This can prevent injury or an outage in your neighborhood. To report unauthorized digging, call Texas Gas Service at 1-800-700-2443.

IF YOU DAMAGE A PIPELINE

In the event you cause any type of damage to a pipeline, please notify Texas Gas Service immediately at 1-800-959-5325. Damage to the pipeline coating caused by scrapes, dents or dings may lead to a future leak or incident if not repaired. If the damage results in the escape of natural gas, please leave the area immediately and then call 911. Do not attempt to repair the damage and do not attempt to cover with dirt or debris. Texas Gas Service will inspect and make any needed repairs. To report suspicious activity near pipeline facilities, call 911.

GENERAL SAFETY TIPS

FLAMMABLE LIQUID SAFETY

Do not use or store flammable liquids or combustible materials near appliances. Invisible vapors from flammable liquids such as gasoline, paint, solvents and adhesives are heavier than air and can travel great distances along the floor. A pilot light or lighted burner of a natural gas appliance or electrical spark can ignite these vapors.

EMPLOYEE IDENTIFICATION

Texas Gas Service employees carry a company photo identification card. Before allowing anyone to enter your home, please ask to see proof of identification. If you suspect someone is impersonating a Texas Gas Service employee or authorized agent, please call 911.

NATURAL GAS METER

Texas Gas Service employees need access to the natural gas meter at all times. For our employees' safety, please secure your pets. Refrain from attaching items to or planting shrubs or flowers around your meter.

HAZARD AWARENESS AND PREVENTION MEASURES

Natural gas is flammable and can be ignited by heat, sparks or flames. To protect our pipelines, we perform employee and contractor training, regular maintenance and testing, and inspections to check for leaks or damage to our pipeline system.

Texas Gas Service is committed to constructing and maintaining a pipeline delivery system that complies with applicable state and federal guidelines, industry standards and safety regulations. We apply approved pipeline integrity management techniques to monitor system performance and reliability.

For more information about Texas Gas Service or this message on natural gas safety, please visit our website at www.TexasGasService.com, download our mobile app or call 1-800-700-2443.

