

Severe weather safety tips

Nothing is more important than staying safe before, during and after an extreme weather event. At Nicor Gas, the safety of our customers and communities is our highest priority. That's why we'd like to remind our customers to keep these safety tips in mind when severe weather poses a threat.

Before a severe weather event

- Customers are encouraged to know the location of their natural gas meter.
- Nicor Gas advises customers to leave their gas meter on to maintain proper pressure in the gas piping within their homes or businesses and to prevent water from entering the lines should flooding occur. Most gas appliances have safety valves that shut off the flow of gas automatically if the pilot light goes out.
- Your natural gas service should operate uninterrupted throughout the storm. DO NOT attempt to turn off your natural gas. Only Nicor Gas or emergency personnel should turn the valve off. In cases of severe lightning, customers might want to unplug natural gas appliances to avoid possible electrical damage.
- Customers are urged to report a natural gas emergency to the Nicor Gas 24-hour emergency response line at **888.Nicor4U (642.6748)**. The damage assessment and restoration process begins once the storm has passed, and it's safe for our crews to proceed with gathering information and determining the extent of the service needs in the affected areas.

During and immediately following a severe weather event

- Natural gas is injected with a distinct odor, which many people equate to that of rotten eggs. If the odor of gas is present when you return to your home, immediately leave the affected area and call our 24-hour emergency response line, at **888.Nicor4U (642.6748)** from a safe location. Residents should never try to identify the source of a leak themselves.
- If you smell gas, DO NOT use a telephone or cellular phone, turn light switches on or off, operate any appliance or do anything that might cause a spark, such as a lighting a match or turning on a flashlight.

How can I reach Nicor Gas?

Call Nicor Gas at:

888.Nicor4U (642.6748)



- If flooding occurs at a residence or business and the gas appliances are or have been submerged under water, do not try to operate the appliances.
- During clean up and repair after a storm, avoid causing damage to the gas lines by calling **811** before digging. This also pertains to removing downed trees, as they can become entangled with natural gas lines.
- Following a weather emergency, ensure the gas meter is visible, and the area surrounding the meter is free of trash and debris. Mechanical equipment used after the storm to clean up a location may damage an unseen meter. If a natural gas meter is damaged or a gas line is exposed, immediately leave the area and call our 24-hour emergency response number at **888.Nicor4U (642.6748)**.

If your gas service was interrupted as a result of a severe storm, restoration time depends on when water recedes in flooded areas and customers' homes and businesses are free of standing water; when Nicor Gas personnel can safely enter homes and businesses; and appliances are easily accessible by technicians.

No power? No problem!

When severe weather hits and you lose power for days or even weeks, natural gas appliances like water heaters and ranges still work. And for the best defense against power outages, we recommend a natural gas generator. Fueled continually by natural gas, most generators are fully automatic. Within seconds of an outage, the unit comes on, supplies power and switches off when power returns.

Winter Safety Tips

- Heavy snow and ice may weigh down power lines and tree limbs, causing them to fall. If a natural gas meter is damaged or underground gas line is exposed, immediately leave the area and call **911** or Nicor Gas' 24-hour emergency response line **888.Nicor4U (642.6748)** from a safe location.
- Exercise caution when removing snow or ice from your natural gas meter assembly. Use your hands or a broom, not a shovel, to brush away snow or ice from your meter and regulator. Never kick or hit your gas meter or its piping with a hammer or any hard object to break away built-up snow or ice.



Learn More! Scan the QR code.

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