

Smell gas?

Look for blowing dirt, discolored vegetation or continued bubbling in standing water.

Listen near a natural gas appliance or line; there may be a hissing or roaring sound when natural gas is leaking.

Smell for the distinctive, rotten-egg odor associated with natural gas. It is colorless and odorless so we add an odorant with this scent for easy detection. You should take action any time you detect even a small amount of this odor in the air.



I'm Sniffy!

Kids can visit me online to learn more about natural gas safety!

nicorgas.com/sniffy

Act fast!

Leave the area immediately if you detect a natural gas leak. Don't try to identify the source or to stop the leak yourself.

Avoid touching anything that may cause a spark. This includes starting a car engine or using cell phones, lighters, matches, cigarettes, flashlights, light switches or landlines. Natural gas is non-toxic, lighter than air and displaces oxygen. Keep away from any ignition sources because natural gas can burn near a spark, possibly causing a fire or explosion. In severe cases, if not used properly, it can also lead to asphyxiation.

Call Nicor Gas or **911** once you are out of the area of the suspected leak and in a safe place. Stay away until Nicor Gas or emergency personnel indicate it is safe to return.

Note: Always leave if you suspect a leak. Do not solely rely on Sense of smell. Be aware that some persons may not be able to detect the odorant because they have a diminished sense of smell, olfactory fatigue, or because the odor is being masked by other odors in the area. Certain conditions may cause the odorant to diminish so that it is not detectable.

Plan ahead to stay safe

Planning a home improvement project? Planting a tree? Installing a fence or deck? **WAIT!** With any digging on your property, here's what you need to know first:

Excavation work, including digging or plowing around a home or business, is the most common cause of natural gas emergencies. Before digging on your property, state law requires that you call the Joint Utility Locating Information for Excavators (JULIE) by dialing **811**, a statewide, toll-free number, to have your utility lines professionally marked. After calling you must wait the required amount of time before digging, so underground utility lines can be located and marked – free of charge – before you begin your project.



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

Water heater safety

The U.S. Consumer Product Safety Commission urges you to lower your water heater to 120 degrees Fahrenheit.

A thermostat setting of 120 degrees Fahrenheit (49 degrees Celsius) may be necessary for residential water heaters to reduce or eliminate the risk of most tap water scald injuries. Consumers should consider lowering the thermostat to the lowest settings that will satisfy hot water needs for clothing and dishwashing machines.

Never take hot water temperature for granted. Always hand-test before using, especially when bathing children and infants.

Gas piping

Nicor Gas is responsible for maintaining the natural gas pipelines that deliver natural gas to the meter at your home or business. You are responsible for maintaining the natural gas lines from the meter to the equipment and appliances in your home, yard or any other buildings on your property – indoors and outdoors, above and below ground.

Nicor Gas will monitor the primary fuel line if the distance between your meter and your home is more than three feet. However, you are still responsible for repairs. Nicor Gas does not monitor any fuel lines after the meter for business customers.

You should have your buried natural gas fuel lines inspected periodically for corrosion and leaks and have repairs made by a qualified heating or plumbing professional.

Natural disasters

Should your property be affected by a natural disaster such as floods, or tornadoes, be aware appliance connectors and natural gas piping may be impacted. If a leak is suspected:

- Leave the building immediately and have others also exit immediately.
- Avoid touching anything that may cause a spark. This includes lighters, matches, cigarettes, flashlights, light switches and telephones in the area of the suspected leak. You should even wait until you are away from the area to use a cell phone.

It is recommended that any natural gas appliances that have been submerged in water be replaced.

Appliance connectors

Appliance connectors are corrugated metal tubes used to connect appliances to fuel natural gas supply pipes in your home or business. Some older brass connectors – that have not been made for more than 20 years, but still found in older homes and buildings – have a potential flaw in how their tubing is joined to their end pieces. Over time, the end pieces can separate from the tubing and may cause a serious leak, fire, or explosion.

Although not all uncoated connectors have this potential flaw, it is difficult to tell which ones do. Therefore, any uncoated brass connector should be replaced immediately by a certified contractor.

Be sure to follow these appliance connector guidelines:

- Make sure that connectors are installed where no one will step, sit, lean or place a heavy object on them.
- Never have a connector installed through a wall, floor or ceiling.
- An appliance connector should not be more than 6 feet long.
- Each appliance should have a shut-off valve installed on the house piping before the connector.
- A new connector should be installed by a certified contractor every time an appliance is replaced.

Visit nicorgas.com/safety for additional natural gas safety information

Excess flow valves

An excess flow valve is a supplemental mechanical device installed inside a natural gas distribution service line.

To learn more visit nicorgas.com/efv.

Pipeline integrity management is a process for assessing and mitigating pipeline risks in an effort to reduce both the likelihood and consequences of incidents. We have a comprehensive plan that fully addresses these processes especially for locations deemed high consequence areas.

Visit nicorgas.com/integritymanagementplan.

Even though natural gas pipeline incidents are uncommon, you can help prevent emergencies by knowing the signs of a potential problem. Anytime you suspect a leak, leave the area immediately and call us at **888.Nicor4U (888.642.6748)**.