



Natural Gas Safety Information

Natural gas has an excellent safety record because of the industry's and our diligence in maintaining, operating and monitoring 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.



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