

Natural Gas Safety

Natural gas is a clean-burning, non-toxic fuel. It is an efficient way to heat your home, cook your food and dry your clothes. For your protection, SDG&E[®] adds a distinctive odor to natural gas, so leaks are easily detected.

If you smell gas or suspect a gas leak

- Get everyone out of the house immediately.
- Call SDG&E at 1-800-411-SDGE (7343) using a neighbor's phone, a cell phone from outside your home, or a pay phone.
- Call the Fire Department if you can't reach SDG&E.

DON'T

- Panic.
- Light a match, candle or cigarette.
- Turn any electrical appliances or lights on or off.
- Use ANY phones in your house.

Carbon monoxide – you can't smell it

Well-maintained appliances are more energy-efficient and can save you money on your monthly energy bill. *To help ensure safe and efficient operation, SDG&E or a licensed heating or plumbing contractor should check your gas appliances every year.* Failure to perform annual maintenance on your gas appliances may result in exposure to carbon monoxide, which can cause flu-like symptoms, such as headaches, dizziness, nausea, vomiting, shortness of breath and mental confusion. Prolonged exposure can lead to death.

If you think carbon monoxide may be present:

- Leave your home immediately, and call 911 for emergency medical assistance if anyone in the home experiences carbon monoxide poisoning symptoms.
- Immediately turn off and stop using the suspected gas appliance.
- Contact SDG&E at 1-800-411-SDGE (7343) or a licensed heating or plumbing contractor immediately to have the appliance inspected.



Persons with symptoms should obtain medical consultation right away.

If a gas line is damaged

If digging or other activity damages or breaks a gas line, call SDG&E immediately for assistance. If there is an immediate threat of fire or injury, call 911.

If a gas line is damaged inside a building, shut off the main gas valve at the meter. To prepare for emergencies, make sure all responsible employees are aware of where the main gas valve is located, and how and when to shut it off. Only an authorized SDG&E representative should turn the main gas valve back on after it has been shut off.

If an accident occurs outside, do not attempt to shut off the gas valves. Turning off the wrong valve could cause serious problems elsewhere in the system. Only an authorized SDG&E representative should shut off the valves under these circumstances.

In either event, extinguish open flames, prohibit smoking and shut down all equipment that involves ignition in starting or operating. Do not operate electrical switches.

If there is a gas fire, do not try to extinguish it by spraying water on the point where the gas is escaping. This can cause an explosion. However, you can spray water on endangered structures or materials.

Call before you dig

Digging, drilling or blasting can inadvertently damage underground gas lines, causing explosions and fires. State law requires that you have the location of existing utility lines identified before you begin work. Call Underground Service Alert at

1-800-227-2600 at least two days before you dig. This is a free service to help you avoid accidentally digging into utility lines. Always follow these instructions if you see the "Call Before You Dig" safety warning symbol; it indicates that there are underground utilities.



For more information

For more safety information or information on energy efficient products and services contact us at **1-800-411-SDGE (7343)** or by e-mail at info@sdge.com. You can also visit our Web site at www.sdge.com. SDG&E is committed to providing you with safe, reliable energy and exceptional customer service.

SDGE

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*Serving you today.
Planning for tomorrow.SM*

1-800-411-SDGE (7343)
www.sdge.com