

Natural Gas Safety Connection

Gas Emergency **911** or call **1-800-892-2345**
 Customer Service **1-800-642-4272**
ngrid.com/gassafety



We can help you manage your energy bill.


Whether you're our residential or commercial customer, whether you own or rent, our **Customer Savings Initiative** offers ways to manage your bill, save energy, and find payment assistance if you need it.


See ngrid.com/heretohelp




Smell gas. Act fast.

Use your senses to detect gas leaks. Gas leaks are often recognized by:

 **SMELL:** Natural gas is odorless. A strong odor similar to rotten eggs is added so you can detect it fast.*

 **SIGHT:** Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. You may see blowing dust. Vegetation in the area may appear to be dying.

 **SOUND:** You may hear an unusual noise like roaring, hissing or whistling.

Call **911** or **1-800-892-2345**.

***Odor fade:** Your sense of smell isn't always the most reliable way to detect a gas leak. Sometimes physical and/or chemical processes can cause a loss of odorant in natural gas, making it undetectable by smell. Because of the possibility of odor fade, it's important to not rely only on your sense of smell to be alerted to a natural gas leak.

The risk of carbon monoxide poisoning increases in winter months.

Carbon monoxide poisoning can occur at any time of the year and is more common during cold weather as we spend more time in enclosed spaces. Causes could include a malfunctioning heating unit or fuel-burning appliance, or a blocked chimney. Watch for these symptoms:

- Headache
- Shortness of breath
- Fatigue
- Nausea and dizziness

Take action.

If you suspect carbon monoxide poisoning, go outside immediately and call **911** or our gas emergency number, **1-800-892-2345**.

Tips to avoid carbon monoxide buildup.

- Schedule annual heating system checkups.
- Properly maintain and ventilate appliances. Have your chimney cleaned and checked every year.
- Keep your meter and all vents clear of brush and snow.
- Never heat your home or any building with a gas range.
- Never operate a generator indoors – even with a door or window open.
- Clearly mark gas meters that may be near the path of a snow plow.

Stay safe at home with alarms.

Installing different kinds of alarms throughout your home can provide added protection for you and your family year-round.

- A **carbon monoxide (CO)** alarm sounds when this highly poisonous, colorless, odorless gas is present in the air.
- A **smoke alarm** senses smoke, indicating a possible fire.
- A **residential methane detector** signals methane in the air, indicating a gas leak.

Be sure to follow manufacturers' instructions for proper placement of these alarms and test them frequently.

