





*We are committed to keeping our customers safe and we respond rapidly to any calls about gas leaks. We work with emergency responders to protect you. But it is important for you and your family to know what to do when you smell, hear, or see gas leaking.*

**When you suspect a gas leak you should...**

- Leave your home immediately and take others with you. If outside, get well away from where you suspect the gas is leaking.
- Open windows before you leave if the odor is faint.
- Call us at 1-800-75-CONED (1-800-752-6633) once safely away from the leak. (National Grid customers should call 1-718-643-4050.)
- Tell us if there is also a problem with your electric service.
- Follow directions from emergency responders who are on site.

**When you suspect a gas leak you should not...**

Do anything to create a spark that could cause an explosion, such as:

- Light a match
- Turn appliances or lights on or off (including flashlights)
- Use a telephone or cell phone
- Ring a doorbell
- Start a car

## Signs of a Gas Leak

- **Smell** — A distinctive, strong odor similar to rotten eggs.
- **See** — A white cloud, mist, fog, bubbles in standing water, blowing dust, or vegetation that appears to be dead or dying for no reason.
- **Hear** — A roaring, hissing, or whistling sound.

## Gas Safety in the Home

Follow these gas safety rules at home:

- Never use a gas range or oven to heat your home.
- Gas-fired appliances such as stoves or gas dryers that are attached to a flexible connector should only be moved or replaced by professionals. Old flexible connectors should be replaced and not reused because they may become brittle over time and develop small cracks, which leak enough gas to reach a hazardous level.
- Don't step, sit, lean, or place any objects on flexible connectors attached to appliances.
- To prevent combustible gases from entering a building through sewer lines, make sure that indoor sewer-line caps are intact and securely attached.
- Keep cleaning products, gasoline, paints, and other combustible materials away from gas appliances.
- Don't let children play near gas appliances.
- Keep the path and area around the gas meter clear so it can be reached in case of an emergency.
- Have your heating and venting system serviced regularly, and don't let snow, ice, leaves, or other debris block the vents and exhaust ducts.
- Don't enclose your gas meter. Remove snow and ice from around your gas meter.



## Protect Yourself Against Carbon Monoxide

Carbon monoxide (CO) is a colorless, odorless, poisonous gas that can cause serious illness or death if inhaled in large concentrations for even a short period of time. Every home has fuel-burning appliances that can produce CO if they are not working properly. Symptoms of CO poisoning include headaches, tightness of chest, dizziness, nausea, and fatigue.

- If you suspect CO poisoning, immediately evacuate the premises and call 911.
- Install CO detectors in your home. If you use a battery-operated or plug-in detector with battery backup, check the batteries every month and replace the batteries once a year.
- If the CO alarm sounds, but no one is showing symptoms of CO poisoning, open windows, turn off all potential CO sources, and leave. Have a qualified technician investigate the source of the CO and inspect your appliances, detector, and chimneys to make sure they are operating correctly.
- All heating systems, vents, chimneys, and flues should be inspected and cleaned annually by a qualified technician.
- Be sure appliances, including portable generators, are properly adjusted and working to manufacturer's specifications and local building codes.
- Keep your furnace or boiler's air intake supply clear of obstructions. If your equipment is in a separate room, leave the door open or make sure it is louvered or has adequately sized ventilating grills.
- Do not use kerosene or propane auxiliary heaters indoors or in any enclosed space.
- Never use a gas range or oven to heat your home.
- Barbecue grills and portable generators should be used only outdoors. Do not use them in an enclosed porch or garage.
- Never leave your car, lawn mower, snow blower, or portable generator running in an enclosed space or in a garage or shed, even if the door is open.

## Call Before You Dig

Dig with care because the slightest scratch, scrape, dent, or gouge in an underground gas pipeline can result in a dangerous leak.

To protect these pipelines, you must call the local one-call center at **811** two to 10 days before you dig or excavate on public or private property. After you call, utility companies will mark the approximate location of their lines at no charge to you.



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

### *Line Markers*

Since pipelines are underground, pipeline markers are sometimes used to show their approximate location. These markers display the name and phone number of the pipeline operator, which can be used in case of an emergency.

### **Call 811 Before You Dig**

**seven days a week, 24 hours a day**

This toll-free call will help protect you, your family, and your neighbors.

## Private Property: What are Your Responsibilities?

### *Customer-Owned Service Lines*

The property owner is responsible for marking the location, inspecting, and maintaining some underground pipelines, known as customer-owned service lines. For one to three family homes, the property owner is responsible beyond the first inside fitting if the meter is indoors, or the foundation wall if the meter is outdoors. For large residential and commercial buildings, the property owner's responsibility begins at the property line.

## Working Together

Con Edison monitors and inspects its gas system to ensure public safety. Please take an active role in helping us keep our 4,300 miles of underground pipelines safe. Be alert to suspicious individuals or activities around our pipelines. If you see something suspicious, call the police.

### *Our Commitment to Safety*

To ensure the highest level of safety, service reliability, and security, Con Edison:

- Works with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills.
- Works closely with communities.
- Uses the latest security and safety technologies and methods.
- Meets or exceeds all federal, state, and local safety regulations for transporting natural gas.
- Constantly examines its system and seeks to improve it through integrity-management programs.

## Want to Know More?

Visit [conEd.com/customercentral/safetytip.asp](http://conEd.com/customercentral/safetytip.asp).

The following organizations also offer safety ideas:

- National Call Before You Dig Organization, [call811.com](http://call811.com).
- American Gas Association, [aga.org](http://aga.org).
- Consumer Products Safety Commission, [cpsc.gov](http://cpsc.gov).
- National Pipeline Mapping System, [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).
- Northeast Gas Association, [northeastgas.org](http://northeastgas.org).

