

NATURAL GAS SAFETY

Your safety. Our priority.



2013 Update

SOUTHWEST GAS

IMPORTANT CONTACT INFORMATION

Emergencies: If you suspect a natural gas leak, from a safe place, call **911** and Southwest Gas immediately at **1-877-860-6020**, whether you're our customer or not.

Additional resources for safety information

- For more information about natural gas safety visit www.swgas.com/safety or call **1-800-654-2765**.
- For more information about pipeline safety visit the U.S. Department of Transportation Pipeline Safety Community at www.phmsa.dot.gov/pipeline.
- For transmission pipeline operators near you and to view maps with general pipeline locations visit www.npms.phmsa.dot.gov.
- For more information about the 811 Call Before You Dig service visit www.call811.com.

Additional contact information

Southwest Gas Energy Specialists: For appliance information, contractor referrals, or general safety information visit www.swgas.com/safety or call **1-800-654-2765**.

Southwest Gas Customer Assistance: To verify the identity of a Southwest Gas employee, to inquire about a bill, or to ask questions about your service call **1-877-860-6020**.



Since natural gas pipeline leaks can occur as a result of natural disasters, corrosion, excavation, or other accidents, you should know how to prevent gas leaks on your gas pipelines, how to recognize a natural gas leak or other gas-related hazard, and what to do during a natural gas emergency.

RECOGNIZING AND RESPONDING TO A NATURAL GAS LEAK

A natural gas leak may be present if you:

- **SMELL an odor similar to rotten eggs**, even if it's faint or momentary.
- **HEAR a hissing or roaring sound** coming from the ground or an above-ground pipeline.
- **SEE dirt or water blowing into the air**, discolored vegetation surrounding a pipeline, or standing water continuously bubbling.

IF YOU SUSPECT A NATURAL GAS LEAK:

- Leave the area immediately.
- From a safe place, call **911** and Southwest Gas at **1-877-860-6020** immediately, day or night, whether you're our customer or not. A Southwest Gas representative will be there as soon as possible.
- Don't smoke or use matches or lighters.
- Don't turn on or off any electric switches, thermostats, or appliance controls; or use automated doors.
- Don't start or stop an engine.



CARBON MONOXIDE WARNING

Natural gas appliances are very safe. However, like all appliances, if they aren't properly maintained or are malfunctioning, they can be dangerous. One of those dangers is exposure to carbon monoxide.

Carbon monoxide is a poisonous, odorless, and colorless gas that can be fatal. Any suspected carbon monoxide exposure is an emergency. Symptoms of carbon monoxide exposure are similar to the flu and include:

- Dizziness
- Headache
- Fatigue
- Nausea
- Shortness of breath
- Mental confusion
- Vomiting
- Loss of muscular coordination
- Loss of consciousness

If you suspect carbon monoxide, follow these safety tips:

- Leave the premises and get into fresh air immediately.
- Call 911 or your local emergency number as soon as possible to get medical attention.
- Don't re-enter the building until an emergency official has determined the building to be safe and you've been given permission to do so.





Carbon monoxide alarms can be found at most home improvement stores and are easy to install.

Southwest Gas recommends you have your natural gas appliances serviced annually by a trained professional. In addition to keeping your appliances operating at optimal efficiency for energy conservation, this is one of the best ways to prevent carbon monoxide emergencies. **Call the Southwest Gas Energy Specialists at 1-800-654-2765** for a list of qualified plumbers, contractors, or dealers in your area.

Sometimes an appliance will leave soot if it's producing carbon monoxide. If your natural gas appliance has soot, turn off the appliance and don't operate it until it's serviced by a qualified contractor. Carbon monoxide is produced by the incomplete burning of fuel. Natural gas can produce carbon monoxide.

The U.S. Consumer Product Safety Commission recommends that consumers install carbon monoxide detectors. They also advise that a carbon monoxide alarm can provide some added protection, but it's no substitute for proper use and upkeep of appliances that can produce carbon monoxide. Additional information can be found on their website at www.cpsc.gov.

Southwest Gas does not inspect for the absence of carbon monoxide detectors, their placement, nor do we install or service these detectors.

Special note for California residents: Effective July 1, 2011, California Health and Safety Code §17926 requires all new and existing single-family dwellings with a fossil-fuel burning appliance, fireplace, or attached garage to have an approved and functioning carbon monoxide alarm(s). All other residential units must have carbon monoxide alarms by January 1, 2013. More about this law and other laws concerning carbon monoxide alarms can be found in Senate Bill 183, from the 2009-2010 session which includes the California Carbon Monoxide Poisoning Prevention Act of 2010. Southwest Gas encourages customers to adhere to California's legal requirements.



To locate a licensed contractor in your area visit the Resource Center on www.swgasliving.com or call 1-800-654-2765.

APPLIANCE SAFETY

What can you do?

- Read and follow the appliance manufacturer's instructions. Store the instructions in a safe place for later use.
- Make sure that qualified plumbers, contractors, or dealers install and repair all natural gas equipment and appliances. This will help keep you and your family safe and your appliances operating properly.
- Have qualified plumbers, contractors, or dealers perform annual inspections and maintenance on your gas appliances.



APPLIANCE SAFETY TIPS

- Don't store or use flammable products near gas appliances.
- Keep a minimum of three feet clear around your furnace and water heater.
- Prevent scalding accidents by setting your water heater thermostat at or below the manufacturer's recommendation.
- Keep the burners on your range clean to ensure maximum efficiency and safety.
- When cooking, the flame shouldn't extend beyond the bottom of the pot.
- Teach small children to stay away from the gas range and all gas-burning appliances. Where possible, use stove guards, knob covers, and oven locks to enhance safety.
- Never use the kitchen oven as a space heater.
- When you use decorative gas logs, ensure that the fireplace/chimney damper is in the open position.
- With the exception of decorative fireplaces, firepits, or Tiki torches, properly operating natural gas appliances should have a clear, steady blue flame.
- Information about product recalls can be obtained directly from the U.S. Consumer Products Safety Commission (CPSC) at www.cpsc.gov.

APPLIANCE CONNECTORS

Gas connectors are corrugated metal tubing used to connect appliances to natural gas supply lines. Some older brass flexible connectors can separate from the tubing and cause a gas leak, explosion, or fire. While these uncoated brass connectors haven't been made for more than 20 years, many are still in use today.

Don't move your appliance to check the connector. Moving the appliance, even slightly, whether to clean behind it or inspect its gas connector can cause the connector to crack or break. For your safety, make sure a qualified contractor performs an inspection and immediately replaces any uncoated brass connectors with stainless steel or plastic-coated connectors.

CORRUGATED STAINLESS STEEL TUBING

Corrugated stainless steel tubing (CSST) is a flexible, thin-walled metallic tubing used to supply natural gas in some residential, commercial, and industrial buildings. CSST often has a yellow or black plastic coating and is typically found inside walls and through and along floor and ceiling joists. It's not the same as the flexible appliance connectors that attach directly to your gas appliances.

If lightning strikes a structure containing CSST, there's a risk the lightning can travel through the structure's natural gas piping system and cause a leak or fire. To help protect structures from potential lightning strikes, the installation of an appropriate lightning protection system should be considered.

Southwest Gas doesn't provide inspection service for CSST installations. If you're unsure whether CSST is installed in your structure, contact your builder, contractor, or a licensed, qualified professional for more information and/or an evaluation.



Southwest Gas is responsible for the gas service line up to and including your gas meter. You are responsible for gas piping from the gas meter to your property.

MAINTAINING YOUR PIPELINES

Southwest Gas owns and maintains the natural gas piping leading up to and including the meter. But did you know that you might own part of the natural gas line, too? All natural gas lines located between the meter and your structure and indoor/outdoor appliances belong to the homeowner. This is known as a house line. As a homeowner, you're responsible for maintaining these lines. If not properly maintained, leaks can occur and create a hazardous condition. The following section explains what the responsibilities are for maintenance and upkeep of these lines.

CUSTOMER BURIED PIPING

Some house lines are installed underground and are called "customer buried piping." This piping is typically located between the gas meter and a building, and may consist of buried steel gas lines. Such steel gas lines may corrode if they're not maintained, which could result in leakage. Regardless of whether the pipe is steel or plastic, it's important that this underground natural gas piping is periodically monitored to identify potential problems before they become hazardous. Federal regulations encourage such customers to employ qualified plumbers or contractors for all inspections and monitoring. Any problems identified must be repaired immediately. Most local building and development codes require all permanent repairs or replacements to be performed by licensed plumbers, and also require building permits and/or inspections by the applicable building code official. **Call the Southwest Gas Energy Specialists at 1-800-654-2765 or visit www.swgasliving.com** to locate a licensed contractor in your area.

Remember, when excavating near any buried natural gas piping, **call 811 for pipeline and other utility locations**, and perform all excavations by hand, until you have uncovered the marked utilities. If you should puncture or nick a gas line, call Southwest Gas immediately.

EARTHQUAKE/SEISMIC VALVES

A natural gas earthquake or seismic shut-off valve automatically shuts off your gas service when an earthquake of sufficient magnitude occurs. These valves are installed on your house line, not the service line maintained by Southwest Gas. These valves can be purchased through independent suppliers or contractors, and should be professionally installed. If an earthquake or other significant event causes your seismic shut-off valve to close, Southwest Gas recommends that you contact a licensed, qualified contractor to reset the valve, verify that no gas leaks exist, perform a safety check of your gas appliances before they're placed back in operation, and re-light your pilot lights. For a contractor referral call our Energy Specialists at **1-800-654-2765**.

EXCESS FLOW VALVES

An excess flow valve (EFV) is a device that automatically reduces the flow of natural gas if a service line is broken. The EFV is installed on the service line that runs underground between the gas main and the meter on a customer's property. Because the EFV restricts the flow of gas, it reduces the potential for fire-related property damage, personal injury, and death. Southwest Gas has installed EFVs on most residences built after June 2008.

While the valve provides enhanced safety, it's not designed to operate in response to small leaks in the service line, nor protect against customer appliance malfunction, houseline leaks, or small punctures in the underground pipe. An EFV may not protect against damage to pipelines from earthquakes or flooding. If you'd like a cost estimate to have an EFV installed at your residence, or if you'd like to find out if you already have an EFV, please call our Energy Specialists at **1-800-654-2765** to get more information.



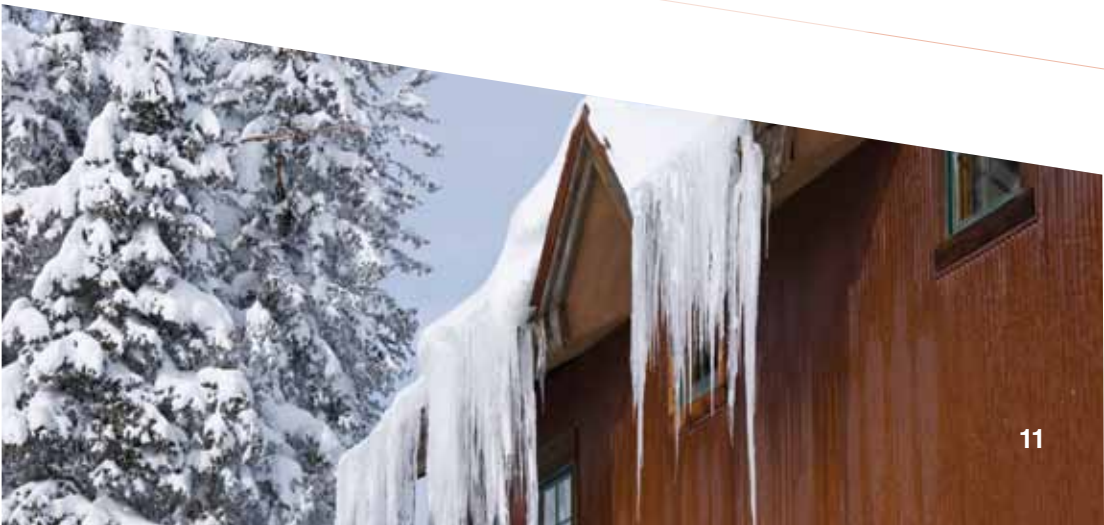
SNOW COUNTRY PRECAUTIONS

Heavy snow and ice falling from roofs can damage natural gas meters, regulators, and associated natural gas piping. Special care must be taken when clearing roofs to prevent impact. Also, ice and snow accumulation, whether natural or manmade, can damage gas meters and outdoor appliances and create a hazardous leak.

Snow safety tips:

- Install a shelter above your natural gas meter to prevent snow and ice accumulation.
- Use a broom, instead of a shovel where possible, to clear snow or ice off natural gas meters and outdoor appliances, including regulators, associated piping, and propane appliances.
- When shoveling or plowing, don't pile snow on gas meters or outdoor appliances.
- Keep all outside gutters free of leaves and debris, including those above or near the natural gas meter and outdoor appliances.
- Natural gas appliances require proper exhaust and ventilation. It's important to know the location of the air supply and exhaust ducts, and keep them free of snow, ice, leaves, or other debris.

For information about how to build a snow shelter or for a contractor referral, please visit www.swgas.com/safety or call **1-800-654-2765**.



DIGGING SOON?

Every digging job requires a call to 811 – even small projects like planting trees or shrubs. Whether you're a homeowner or professional excavator, one call to 811 gets utility-owned underground lines marked for FREE.

So before digging be sure to:

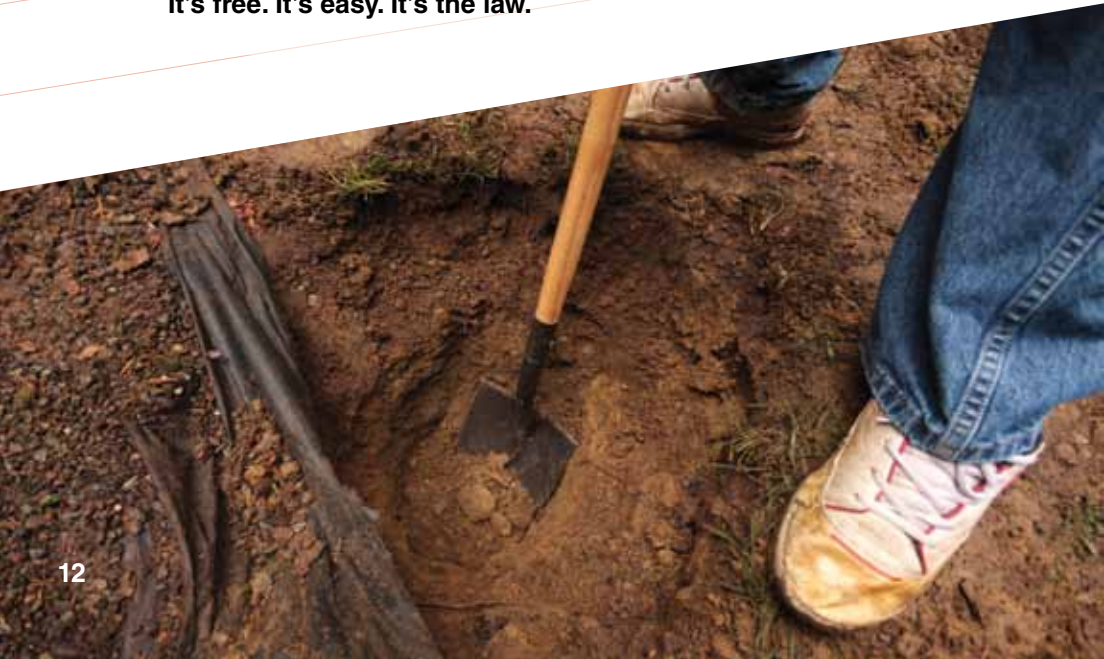
- Call 811 at least two days before starting any digging project
- Wait for the site to be marked
- Respect the marks
- Dig with care
- Familiarize yourself with your state's call-before-you-dig law



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

Digging without calling can result in a natural gas leak, which has the potential to disrupt service to an entire neighborhood, cause an evacuation, ignition, property damage, injury, or loss of life, and potentially result in fines and repair costs. Calling 811 before every digging project gets your underground utility-owned lines marked for free and helps prevent undesired consequences. Be aware, however, that customer buried piping can't be located by calling 811.

It's free. It's easy. It's the law.





PLANNING TO CLEAR A SEWER LINE?

On rare occasions, Southwest Gas pipelines have been found within sewer pipes, and these natural gas pipelines have caused sewer blockage. Mechanical equipment used to unclog sewer pipes can penetrate the natural gas pipeline and lead to a dangerous release of natural gas. Please call the Southwest Gas emergency number for your area before you have your sewer pipe cleaned. We will promptly mark our natural gas pipeline for free. Also, should you or your plumber sense or see, but not penetrate, an obstruction in the sewer line, please call us so that we can perform a free inspection to ensure that the natural gas pipeline has not been damaged.

MATERIAL SAFETY DATA SHEETS

NOTICE TO EMPLOYERS: If you are an employer and would like Material Safety Data Sheets for natural gas, please visit our Safety page at www.swgas.com/safety or call us at **1-800-654-2765**. In addition, make sure your employees are familiar with both the content of the MSDS information and how to obtain a copy.



WAYS TO IDENTIFY A SOUTHWEST GAS CUSTOMER SERVICE OR CONSTRUCTION EMPLOYEE

If someone just shows up at your door and asks to check your appliances, home insulation, or collect payment for your Southwest Gas bill, please don't let them into your home. Instead, whether or not you're a Southwest Gas customer, call us immediately at **1-877-860-6020**, 24 hours a day, seven days a week to verify their identity. If they're Southwest Gas employees, they'll gladly wait outside while you make the call.

Southwest Gas employees:

- Wear a company uniform with the Southwest Gas name and logo visibly displayed
- Wear an identification badge that includes the company logo, employee name, and their picture
- Always drive a marked company vehicle
- Generally come to a home only when service is requested by the customer and should enter the home only at the customer's request
- Don't enter or call your home to collect a payment

Remember, your safety is our top priority. Although the natural gas industry has a very positive safety record, your understanding of natural gas delivery systems can lead to safer practices. Working together, we can continue to provide you with safe and reliable natural gas service 24/7.

