

# Your Safety. Our Priority.

Customer Safety  
Message 2013

**At Southwest Gas**, your safety is our priority. Working together, you can help us do what we do best...provide you with safe and reliable natural gas service 24/7. Our commitment to safety includes:

- Routinely patrolling, testing, repairing, and replacing our pipelines to ensure the highest level of safety and reliability;
- Meeting or exceeding all federal and state requirements and standards for safe pipeline operation and maintenance; and
- Regularly communicating and training with emergency responders to remain prepared for any natural gas emergency.

You can do your part to help keep yourself and your loved ones safe by knowing how to recognize and respond to a natural gas leak. **Signs of a leak may include:**



**SMELL** - An odor similar to rotten eggs, even if it's slight or momentary.

**SEE** - Water or dirt blowing into the air, or discolored vegetation surrounding a pipeline.

**HEAR** - A hissing or roaring sound coming from the ground or above-ground pipeline.

**If you notice any of these signs:**

- Leave the area immediately.
- From a safe place, call 911 and Southwest Gas immediately, day or night. 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.

## It's Free. It's Easy. It's the Law.

You can help prevent unsafe conditions when digging by calling 811 to get your underground utility-owned lines marked for **FREE**. Whether you're a homeowner or professional excavator, even small jobs require a call, so 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

Natural gas pipeline leaks can occur due to careless or unsafe excavation and may lead to evacuations, service outages, ignition, property damage, injury, or loss of life. So, if you ever suspect a natural gas leak, from a safe place call 911 and Southwest Gas right away.



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

For more information about pipeline safety, visit us at [www.swgas.com/safety](http://www.swgas.com/safety)



**SOUTHWEST GAS**

## SOUTHWEST GAS 24-HOUR EMERGENCY PHONE NUMBERS:

### Arizona

Phoenix/Central Arizona

**1-800-528-4277**

Tucson, Casa Grande/Southern Arizona

**1-800-722-4277**

Bullhead City, Parker, and Ehrenberg

**1-800-447-5422**

### California

Southern California **1-800-867-9091**

Northern California **1-800-772-4555**

Needles **1-800-447-5422**

### Nevada

Southern Nevada **1-800-447-5422**

Northern Nevada **1-800-772-4555**