

Natural Gas Safety Tips



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Pipelines are the safest, most reliable and efficient manner of transporting natural gas and other petroleum products. While we work hard to maintain a safe and reliable system, an occasional leak or damage may occur. In the event a natural gas pipeline is damaged severe injury or death may occur as a result of ignition, an explosion or asphyxiation. We take many steps to ensure that the health, safety and security of the communities and the environment along our pipelines are maintained. These steps include, but are not limited to, routine monitoring and patrolling of our pipelines via aircraft, vehicles, and/or on foot using a number of technologies. For more information on how we maintain our network, please e-mail customerservice@lacledegas.com. For more information on the pipeline industry, visit pipeline101.org.

Let us follow your nose

If you detect the odor of natural gas, let us track it down. Avoid creating a spark, don't turn on or off any electrical appliances, even light switches or cell phones. Warn others, leave the building and, from another location, call us. If your pilot or burner flame is substantially higher than normal, this may be an indication of excessive pressure . . . call us.

Call before you dig

Don't accidentally break a gas line or other underground service while digging in your yard. Careless digging can not only damage and disrupt vital utility services, but can cause injury or even loss of life. Before you dig, call 1-800-DIG-RITE (1-800-344-7483) or 811 (national one-call number) or visit www.mo1call.com to have underground utilities located and marked free of charge. Wait for the locate to be completed. Then, be aware of the marks as you dig carefully with a shovel. If a gas line break occurs, go to a safe location and immediately call and report it to Missouri One Call at 1-800-DIG-RITE and then call us. Also, call 911.

Suspect a pipeline leak?

There are several signs that can indicate a leak. If you notice any of the following, please contact us immediately: **Hissing sound** or **odor of gas** near a pipeline or in and around any building; **Ice formation** or **distressed/dead vegetation** on the ground above a pipeline.

Appliances and meters need space

Flammable material close to gas appliances and snow, ice and other debris around gas meter sets and gas appliance vents can create hazardous situations.

Check plastic vent pipes

Some furnaces and boilers installed after September 1987 use high temperature plastic vent (HTPV) pipes that could, under certain circumstances, crack or separate. Manufacturers are replacing

these venting systems free of charge. To determine if you are eligible for the free replacement program, check the vent pipes attached to your furnace or boiler. If those pipes are gray or black plastic with "Plexvent," "Plexvent II," or "Ultravent" stamped on the pipe or printed on the stickers, call 1-800-758-3688 any day between 6 a.m. and 10 p.m.

Replace older, flexible pipe gas connectors

Uncoated brass flexible connectors installed prior to 1977 - generally used to connect natural gas appliances, such as stoves and clothes dryers with natural gas supply pipes, are susceptible to cracking, breaking and deterioration. Causes, among other things, include moving, bending, corrosion and possibly by some types of detergents, cleaning solvents or ammonia, and cooking grease. If you think you have an uncoated brass flexible connector in your home, contact us or a qualified service contractor for an inspection and, if needed, a stainless steel or plastic-coated brass replacement. Do not attempt to move the appliance to inspect the connector yourself, as moving could strain the connector and possibly cause it to crack. Let us or a qualified service contractor conduct an inspection. It is good practice to have a qualified professional inspect and, if necessary, replace any flexible connector more than 10 years old.

Check your furnace and flue

See that your natural gas appliances are clean and in good working order. Properly adjusted pilots, burners and clean filters pay off in both safety and savings. Also, clear chimneys, vents and flues. Leaves, birds, nests, fallen bricks or mortar can mean problems, including exposure to carbon monoxide (CO). If you find something you can't handle, call us or a heating contractor of your choice. You should have your furnace checked and cleaned annually to make certain it is operating safely and efficiently.

Guard against carbon monoxide

Properly working gas appliances are very safe. Your first line of defense against carbon monoxide (CO) is to have your furnace inspected annually, either by us or a heating contractor of your choice. If you use a CO detector, make sure it is a UL-approved, alarm-sounding device. If your alarm sounds, call your local fire department.

Watch your hot water setting

A child's skin burns more easily than an adult's. If you turn up the thermostat on your water heater for any reason, remember to turn it down when you're finished, to avoid accidental scalding.

Let gas pipes be gas pipes

Gas pipes have a specific job and shouldn't be used for anything else - not clotheslines, free-form closets or grounds for electrical appliances. If a gas appliance is disconnected, be sure the gas pipe is capped. If your gas meter is located inside, Laclede must be given access to perform periodic safety inspections. Avoid damp corrosive environments around inside gas pipes and take corrective action if you see a badly corroded pipe. If the badly corroded pipe is on the street (inlet) side of the meter, call us to report this condition. In most cases, we do not maintain the gas piping located beyond the gas meter.

Going Out of Town?

Consider asking a neighbor, friend or family member to check on your residence if you plan to be away for an extended period of time. Occasionally, we are required to interrupt your natural gas service temporarily in order to conduct unanticipated repair work on our system. Before restoring your service, we are required to enter your residence to check appliances. To help us serve you better, remember to have someone check on your home while you are away.

IMPORTANT CONTACT INFORMATION

Laclede Gas Customers: 314-342-0800 (emergencies only)

314-621-6960 or 1-800-887-4173 (customer or repair service)

Farmington Area Customers: 573-431-2020 or 573-783-6451

Poplar Bluff Area Customers: 573-785-9681

Midwest Gas Customers only: 1-877-696-6427 or 636-931-5353

Festus Area Customers: 636-931-8383 or 1-877-664-2726

Union Area Customers: 636-584-8440 or 1-800-675-6577

Gas appliance service work is not subject to PSC regulation.