Natural gas safety and you

Atlanta Gas Light operates, secures and maintains the pipelines used to deliver the natural gas you buy from your marketer.

Smell gas?

Look for blowing dirt, discolored vegetation or continued bubbling in standing water.

Listen for a hissing or roaring noise of natural gas escaping near an appliance or line.

Smell for the distinctive, rotten-egg odor associated with natural gas. Natural gas is colorless and odorless, so we add a chemical odorant called mercaptan for easy detection. This odorant has a distinctive "rotten egg" type odor. You should act any time you detect even a small amount of this odor in the air.



I'm Sniffy!

Kids can visit me online to learn more about natural gas safety!
atlantagaslight.com/sniffy

Act fast!

Do not try to identify the source or stop the leak yourself.

Leave the area immediately and move a safe distance away from the potential leak, while avoiding any action that may cause sparks.

Avoid using any sources of ignition, such as cell phones, cigarettes, matches, flashlights, electronic devices, motorized vehicles, light switches or landlines, as natural gas can ignite from a spark or open flame, possibly causing a fire or explosion. Natural gas is non-toxic, lighter than air and displaces oxygen. In severe cases, if not used properly, natural gas can also lead to asphyxiation.

Call Atlanta Gas Light at **877.427.4321** or **911** once you are out of the area of the suspected leak and in a safe place. Stay away until Atlanta Gas Light or emergency personnel indicate it is safe to return.

Note: Be aware that "odorant fade," while uncommon, can occur. Odorant fade occurs when a physical or chemical process causes the level of odorant in the gas to be reduced. This can happen in both existing gas pipe and new installations. Be aware that some individuals may not be able to detect the smell of the natural gas odorant because they have a diminished sense of smell, because the scent is being masked by other odors in the area or because the odorant has diminished so that it is not detectable. Some gas lines, due to their unique function, may not have odor at all.

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

Plan ahead to stay safe

Excavation work, including digging or plowing around a home or business, is the most common cause of natural gas emergencies. Before digging around your property, state law requires you contact **811**, a nationwide, toll-free number, to have your utility lines professionally marked. After calling, you must wait the required amount of time as advised by **Georgia 811** before digging so underground utility lines can be located and marked – free of charge – before you begin your project.

Water heater safety

The U.S. Consumer Product Safety Commission urges all users to lower their water heaters to 120°Fahrenheit.

A thermostat setting of 120° Fahrenheit (49° Celsius) may be necessary for residential water heaters to reduce or eliminate the risk of most tap water scald injuries. Consumers should consider lowering the thermostat to the lowest settings that will satisfy hot water needs for all clothing and dish washing machines.

Never take hot water temperature for granted. Always hand test before using, especially when bathing children and infants.

Gas piping

Atlanta Gas Light owns and is responsible for maintaining the gas lines and meter that deliver natural gas to your home or business. We must have full access to our equipment for routine maintenance and safety inspections. Please keep the meter clear of obstructions that can pose a potential danger to our employees, damage it or prevent us from reading it.

You are responsible for maintaining the natural gas-burning appliances within your home or business and on your property, as well as the gas lines, which may corrode (rust), that run from the meter to those gas-burning appliances – indoors and outdoors, above and below ground. Don't forget that you may have gas lines extending to yard lights, grills, pool heaters and garage or workshop heaters.

Should we need to enter your home or business for a service visit or enter your property to access our gas lines and/or meter, please stow your pets for their and our employees' safety.

Pipeline security depends on all of us. If you see any of the following related to pipeline facilities, please call **770.909.5775**

- Holes in fences or open gates
- Suspicious or illegally parked vehicles on property
- Persons on or near property taking pictures
- Drones above company properties
- Unattended bags or packages
- Suspicious equipment left in open areas or hidden, such as placed in buckets or cans

See something, say something.

Natural disasters

Should your property be affected by a natural disaster such as a flood, tornado or hurricane, be aware that appliance connectors and gas piping may be impacted. If a leak is suspected:

- Leave the building immediately and have others also exit immediately.
- Do not light a match, operate natural gas appliances, use a phone or turn an electrical switch on or off. Keep everyone away from the area of the odor. Do not start a car. Go to a nearby phone away from the smell and call Atlanta Gas Light at **877.427.4321** or **911**.

It is recommended that any gas appliances that have been submerged in water be replaced.

Appliance connectors

Appliance connectors are corrugated metal tubes used to connect gas appliances to fuel gas supply pipes in your home or business. Some brass connectors, which have not been made in over 20 years but may still be found in older buildings, have a flaw that may cause end pieces to separate from tubing and can cause a leak, explosion or fire.

Although not all connectors have this potential flaw, it is difficult to tell which ones do. Therefore, any uncoated brass connector should be replaced immediately by a certified contractor.

Be sure to follow these appliance connector guidelines:

- Make sure that connectors are installed where no one will step, sit, lean or place a heavy object on them.
- Never have a connector installed through a wall, floor or ceiling.
- An appliance connector should not be more than six feet long.
- Each appliance should have a shut-off valve installed on the house piping before the connector.
- A new connector should be installed by a certified contractor every time an appliance is replaced.

Visit **atlantagaslight.com/safety** for additional natural gas safetyinformation, including information about natural gas detectors and sidewall venting.

Excess flow valves

An excess flow valve is a supplemental mechanical device installed inside a natural gas distribution service line. If there is a significant increase in the flow of gas (e.g., due to a damaged line), the excess flow valve will "trip" or close to minimize the flow of gas through the service line.

To learn more, visit **atlantagaslight.com/efv**.

Online Survey: Please take a moment to complete an online survey about natural gas safety and you at **surveymonkey.com/r/TT9NLBP** to help us make sure we are keeping our communities safe.

Pipeline integrity management is a process for assessing and mitigating pipeline risks to reduce both the likelihood and consequences of incidents. We have a comprehensive plan that fully addresses these processes, especially for locations deemed high-consequence areas. To learn more, visit **atlantagaslight.com/integritymanagementplan**.

The tariff is our company's terms of service, schedules of rates and charges, and rules and regulations on file with the Georgia Public Service Commission.

Even though natural gas pipeline incidents are uncommon, you can help prevent emergencies by knowing the signs of a potential problem. Anytime you suspect a leak, leave the area immediately and call us at **877.427.4321**.

Atlanta Gas Light

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