



Feeling Frazzled

from the endless list of "things to do"? Let us help.

Sign up for EZ Pay and never worry about your payment arriving late again.

EZ Pay is City Utilities' automatic payment option. Each month you will receive a copy of your utility bill listing the date and the amount of payment to be deducted automatically from your bank account or credit card. How EZ is that?

When you sign up for EZ Pay, you eliminate the check-writing, expense, and hassles of bill payment.

Call our customer service representatives, or sign up online when it is convenient for you. There's no cost to join.

Say YES to EZ Pay for convenient, on-time bill payment and more time for you.

cityutilities.net or call 863-9000

CITY  UTILITIES
Bringing Power Home.™

Team up with CU and EZ Pay and earn a chance to win an energy efficiency kit



An energy efficiency kit will be given away each week in February.

During the month of February, every customer who signs up for the EZ Pay automatic payment option will be eligible to win an energy efficiency kit full of items to help you use energy and water wisely.

The kit (valued at over \$40) contains a water heater insulation blanket, two compact fluorescent lights, a high-efficiency showerhead, a faucet aerator, outlet and switchplate insulation gaskets, and an EnergyWise LED nightlight. These items can help you use energy and water wisely.

For more energy-saving tips, visit our website at cityutilities.net.



Call Customer Services at 863-9000 to start EZ Pay and be entered for a chance to win an energy efficiency kit.

Play It Safe Around Natural Gas

Natural gas is a safe, convenient form of energy we use daily to help make living and working easy. It is important to play it safe around natural gas.

Smell Gas? Act Fast!

Teach your family to recognize the “smell” of natural gas. Mercaptan is the chemical added to natural gas to give it an easily detected odor. The smell is often described as similar to sulfur or rotten eggs.

A scratch and sniff brochure is available to help you identify the smell of natural gas. Call 863-9000 to request a sample.

If you smell natural gas, your equipment may not be operating properly. Do not take chances. **ACT FAST!** Leave the area quickly. Once you are safely away from the area of danger, call 911 first, then CU at 863-9000 to report a natural gas emergency. Phones are answered 24-hours per day, 7-days per week.

If you smell gas, do not do anything that could ignite the natural gas:

-  **DO NOT turn electrical switches or appliances on or off.**
-  **DO NOT use telephones or computers.**
-  **DO NOT ring a doorbell.**
-  **DO NOT smoke or have open flames.**

Natural gas detectors are recommended for individuals with diminished or no sense of smell. Check with local home building stores to purchase; follow the recommended guidelines for installation.



Flammables

Gasoline and other flammable liquids should never be used indoors. These products should be stored in an approved container, in closed cabinets with latches, and away from appliances (flammable ignition) and children.

Paint thinner, adhesives, solvents, gasoline, and other cleaning agents emit hazardous vapors that could ignite if used in a poorly ventilated area with a pilot light or open flame nearby.

Snow and Ice

Cold weather season is the time of year when extra precautions may be necessary to keep natural gas equipment outside our homes cleared and working efficiently. When snow and ice fall from roofs and block regulators or relief valves, it prevents them from functioning properly. In addition, combustion air vents must be cleared of snow and ice to prevent carbon monoxide accumulation or operational problems.

Use a broom to sweep ice and snow away from your gas meter. Chimneys and vents for gas appliances must be cleared following a major snow or ice storm to enable proper venting and to prevent carbon monoxide accumulation. Never use a shovel or kick the meter to break or clear ice. Damages to the meter could cause serious problems.

Fuel Lines

System reliability and safety are very important to CU. Our gas technicians regularly perform routine leak checks on both natural gas mains and services, up to the meter, every three years.

Any piping or buried fuel lines on your property, beyond the meter, are your responsibility to maintain. For your safety, we recommend these lines be checked regularly for leaks and corrosion by a qualified technician.

Safe Water Temperatures

Protect those little ones from hot water burns. Observe the manufacturer's recommendations for safe water heater settings. Exceeding these settings can be dangerous.

Qualified Professional

Always hire a qualified gas professional to inspect and service gas appliances, check connections to fuel lines, and verify proper venting before using any appliances.

CU is always available to answer questions or visit your site to ensure your safety. Call **863-9000**.