

CALL BEFORE YOU DIG

Missouri law requires anyone who plans to excavate to notify Missouri One Call at least three working days in advance of digging for utilities to be located and marked. Planting a tree or placing a mailbox are examples of minor projects around the home that should have underground utilities located before digging begins.

Don't take chances with underground utilities that are buried at varying depths. Avoid delays and expensive damage repairs. Request a locate by calling 811 or visit www.MO1call.com.

RECOGNIZE THE DANGER

If you accidentally uncover a natural gas line, or even a line that you suspect might be a natural gas line, stop digging and call CU at (417) 863-9000.

Signs of a gas leak include blowing dirt, bubbling water, or an unusual area of dead vegetation. If you hear hissing and/or smell natural gas:

- **TURN OFF** the equipment that struck the gas line.
- **DO NOT** attempt to move any equipment that might ignite the escaping gas.
- **MOVE** to a safe distance, or about 300 ft. away, from the leak site.
- **DO NOT** allow anyone to approach the leak site.
- **TURN OFF** any other equipment in the vicinity of the leak site to prevent accidental ignition.
- **CALL 911** first, then CU at (417) 863-9000. Give the dispatcher the location of the site and any other details to assist in finding the site.

FUEL LINES

CU technicians periodically check natural gas mains and services up to the meter for leaks. Any piping or buried fuel lines on your property beyond the meter are your responsibility to maintain. For your safety, we recommend that you contact a qualified contractor to regularly check your gas appliances for proper operation, and to check any buried fuel lines on your property for leaks and corrosion.

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. Your appliances will operate more efficiently, saving energy and costly repairs.

WATER HEATER SAFETY

Limit water temperatures to no more than 120° F to prevent scalding, especially on the elderly and young children. Never leave children unattended near a water heater.

Save money and reduce the risk of any problems while on vacation by setting the water heater to vacation mode or the lowest possible setting.

PROTECT YOUR METER

Keep your natural gas meter clear during deep snows. Never use a shovel or kick the meter to break or clear ice. Damage to the meter could cause serious problems. Also, be sure to clear chimneys and vents with a broom to enable proper appliance venting and to prevent carbon monoxide accumulation in your home or business.

PORTABLE GENERATOR SAFETY

Portable generators can be hazardous to you and electrical workers if used improperly. Primary hazards include carbon monoxide poisoning, electrocution and fire. Operate generators outdoors in a well-ventilated area, away from doors, windows, and vents, to prevent carbon monoxide poisoning. Do not run a generator in a garage, even with the door open.

Observe the generator manufacturer's safety operating instructions and information on how to avoid electrocution. Never try to power the house wiring by plugging the generator into a wall outlet, a practice known as "backfeeding." This creates an electrocution risk and is extremely dangerous for utility workers and neighbors served by the same electric transformer. It also bypasses some of the built-in household circuit protection devices. Notify CU that you have a generator when reporting an outage.

WINTER PRECAUTIONS

Extra precautions may be necessary to keep outdoor natural gas equipment cleared and working efficiently. Snow and ice falling from roofs can block regulators and relief valves, preventing them from functioning properly. Also, 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.



ACT FAST

IF YOU DETECT NATURAL GAS

THINK YOU SMELL NATURAL GAS?

GET OUT



THEN CALL

(417) 863-9000

OR **911**



301 East Central, P.O. Box 551 • Springfield, MO 65801
cityutilities.net

NATURAL GAS IS A SAFE, CLEAN-BURNING, LOW-COST SOURCE OF ENERGY.

Many businesses and homeowners choose natural gas for space heating, water heating, cooking and more. While natural gas is a safe fuel source, we want to provide you with additional information on how to put safety first with the following tips. Keep this card visible for a handy reminder.

ACT FAST IF YOU DETECT NATURAL GAS

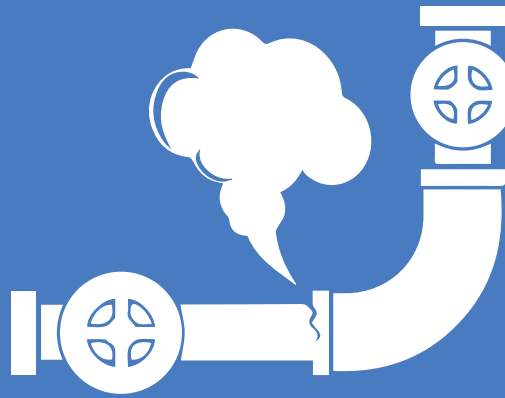
Leave the area quickly. Once you are safely away from danger:

**CALL CU (417) 863-9000
OR 911**

to report any natural gas emergency,
24-hours per day, 7-days per week.



GET OUT FAST!



SEE GAS – SMELL GAS – ACT FAST

The smell of natural gas is an indication your equipment may not be operating properly and needs repair. Natural gas is a clean-burning, efficient fuel that is odorless, colorless, tasteless, and lighter than air. Natural gas is odorless in its natural state. City Utilities adds a foul-smelling odorant called mercaptan to natural gas before sending it into the pipelines. Odorant can assist in leak detection.

Natural gas detectors are recommended for individuals with diminished or no sense of smell. Most gas detectors plug into an electrical outlet and must be mounted on the wall. Check with local home building stores to purchase a unit and follow the recommended guidelines for installation.

Natural gas is extremely flammable, and can be ignited by heat, sparks, or flames. When the smell of gas is present, do not do anything that could ignite the natural gas:

- **DO NOT** smoke, use lighters or matches, or have open flames.
- **DO NOT** use phones or computers.
- **DO NOT** turn on or off any light switches and appliances.
- **DO NOT** ring a doorbell.

If you suspect a leak, leave the area immediately (approximately 300 feet) and avoid all potential ignition sources. Once you are safely away, call City Utilities' 24-hour emergency hotline at (417) 863-9000. Remember, City Utilities will investigate any suspected natural gas leaks for **FREE**.

AVOID CARBON MONOXIDE CONTAMINATION

Gas appliance flames should appear mostly blue. A yellow flame may indicate the appliance isn't burning properly and could be giving off harmful fumes or carbon monoxide (CO), a colorless, odorless, poisonous gas. It is produced when combustion of any fuel takes place without sufficient oxygen and proper venting. You can't see or smell it, so CO can accumulate unnoticed and cause illness or death. Prevent CO poisoning.

- **DO NOT** ever use a charcoal grill indoors -- even in a fireplace.
- **DO NOT** sleep in any room with an unvented gas or kerosene space heater.
- **DO NOT** use a gas oven to heat your home, even for a short time.
- **DO NOT** run a vehicle or fuel-burning equipment in an enclosed space, including portable generators in garages.
- **DO NOT** ignore headaches, nausea, vomiting, drowsiness, and flu-like symptoms, particularly if more than one person is feeling ill. You could lose consciousness and die if you do nothing.

Consider including a carbon monoxide detector in your home. Position these detectors in an open area where they will not be covered by furniture or draperies.

STORAGE OF FLAMMABLES

Gasoline and other flammable liquids should never be used indoors, especially near appliances with an ignition source. Store these products along with paint, solvents and corrosive chemicals far away from gas burning appliances.

