

odorless and is extremely dangerous – even deadly. It's produced when natural gas is not burned properly.

Tips to prevent carbon monoxide poisoning:

- Appliances should be properly vented. Natural gas needs oxygen to burn safely and efficiently; without it, carbon monoxide is produced. Gas appliances should be vented outside your home.
- Keep chimneys and flues clear of all debris.
- Use gas space heaters according to manufacturers' instructions and provide proper ventilation.
- Never use generators indoors or in enclosed areas such as garages.
- Have gas appliances inspected annually by a licensed professional.

Signs of possible carbon monoxide emissions:



- **Yellow Flame:** Natural gas should always burn blue.
- **Floating or wavering flame:** Flames should be steady and not move, float around or roll around the burner.
- **Soot or overheating:** Appliances should not have soot above the burner.

If you notice any of these characteristics, call MLGW at:

528-4465

Symptoms of carbon monoxide poisoning:

- Headache
- Fatigue
- Dizziness
- Nausea/Vomiting
- Inability to think clearly

If you suspect carbon monoxide poisoning, seek medical assistance immediately!

Additional Safety Information

- Follow directions from the manufacturer for using and taking care of gas appliances. Seek professional help when necessary.
- Keep combustibles such as papers, fluids, paints, curtains and rags away from gas appliances.
- Keep gas range clean. Make sure burner bowls are free of used matches, grease, paper, etc.
- Have a fire extinguisher near gas appliances at all times. Use a CO₂ or dry-chemical extinguisher for the kitchen.
- Teach children never to light or play with the controls of a gas appliance.
- Keep pilot lights of your gas range lit. If you put them out to save energy, a dangerous gas build-up can occur if someone accidentally turns on the range.
- Look for the blue star seal when buying a gas appliance. It certifies that equipment design meets strict safety standards.
- Never use your gas range to heat your home. This practice creates a serious fire hazard and puts you and your family at risk from dangerous carbon monoxide fumes.

Additional Information

You can find maps of area natural gas pipelines on the National Pipeline Mapping System at www.npms.phmsa.dot.gov.



In case of an emergency, call MLGW at 528-4465.

MLGW/OD/4-12

Natural Gas Safety: Protecting Your Family and Home



Natural Gas is one of the most reliable, efficient and environmentally safe sources of energy. MLGW is committed to providing natural gas in a safe and reliable way to its customers. However, due to the chemical makeup of natural gas, you should be aware of a few hazards and know how to react to them.

Natural Gas Leaks

While MLGW performs regular maintenance and surveys on its pipelines, it is impossible to monitor the entire system at all times. For MLGW to monitor our system, we need our customers to be aware of and know how to recognize and react to a potential leak.

How to recognize natural gas leaks:

- Rotten egg smell
- Hissing or roaring sound caused by escaping gas
- Dead or discolored vegetation in an otherwise green setting along a pipeline route
- Blowing dirt, grass or leaves near a pipeline
- Flames coming from the ground or from valves along a pipeline
- Steady bubbling in a wet, flooded area or marshland, river, creek or bayou
- Frozen ground not related to weather

What to do if you suspect a gas leak:

- Leave the vicinity immediately by foot. Abandon house, vehicles and/or equipment.
- Avoid open flames or other sources of ignition.
- Do not start or restart motor vehicles or electrical equipment near the suspected leak.

- Do not operate electric equipment (light switches, phones, flashlight, etc.).
- Warn others to stay away from the area.
- Do not try to put out a natural gas fire.
- From a remote location, call MLGW and your public safety officials.

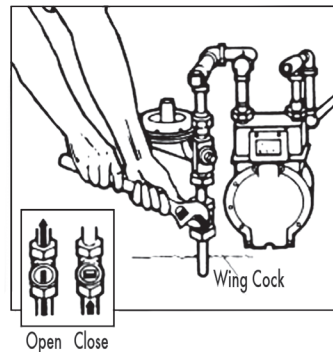
How to report a pipeline leak:

- From a safe location, call MLGW's 24-hour emergency line at 528-4465 and report the leak. Give your name, the location and a description of the leak.
- You also may call 911 or your local public safety officials and describe the location and the situation.
- Call local law enforcement officials to isolate the area.

Natural Gas and Emergency Preparedness

A natural disaster (tornadoes, earthquakes, floods, etc.) can damage or break pipes, mains and appliances, causing potentially deadly gas leaks. In such an event it may become necessary for you to turn off your gas service. While using the precautions previously mentioned, follow these steps to turn off your gas service.

- 1) Locate the gas meter outside your home and find the shutoff valve, which is usually on the line leading to the meter.
- 2) Using a wrench, turn the valve to the "off" position. The valve is in an "off" position when it is perpendicular to the line/pipe on which it is attached.



- 3) Do not turn on the gas again or re-enter your home until MLGW has deemed it safe to do so.

Call 811 before you dig! It's FREE.

When you make the one call, 811 notifies each member utility of your project and they will locate their lines for you free of charge.

Tennessee law requires that you give 72 hours notice (excluding weekends & holidays) to the one-call center before your digging begins.



Damage can occur while:

- Putting up a fence post.
- Installing a mailbox.
- Building a deck or room addition.
- Planting a garden, trees, or shrubbery.

Digging without calling can:

- Harm you and those around you.
- Disrupt service to an entire neighborhood.
- Potentially result in fines and repair costs.
- This service is free, so there's no excuse for not calling before a digging project.

If you damage an underground utility in any way, including dent, gouge, scrape or crease, contact the affected utility. IF the damage creates a situation that threatens life or property, or causes gas to escape, call 911 immediately.

How to identify pipelines:

- Pipelines are usually buried underground.
- Markers are used to show the general, not the exact, location of a pipeline.

- Pipelines may not follow a straight course between markers.
- Markers do not show how deep the pipeline is buried or how many lines are in the area.
- Never rely solely on the presence or absence of pipeline markers. Someone may have moved or removed the marker.
- Do not disturb the markers. Willful removal or damage of the markers is a federal offense and subject to a fine or imprisonment.
- Emergency contact information is listed on each pipeline marker.



Gas Odor-What's that Smell?

Natural gas is a colorless, odorless fuel that is lighter than air. As a safety precaution MLGW adds a chemical (Mercaptan) to the gas to give it a distinctive odor which is similar to rotten eggs.

This odor allows you to detect the slightest amount of natural gas, both indoors and outdoors. There is no such thing as a "minor" gas leak. MLGW treats all potential gas leaks as emergencies; so should you. Be sure to review the "What to do if you suspect a gas leak" section in this brochure to know what actions to take if you smell gas.

Because odorant is added only at strategic places along the pipeline, you may not always be able to detect a leak by smell. Also review the "How to recognize natural gas leaks" section in the brochure.

Carbon Monoxide

Used properly, natural gas is a safe and reliable energy source. However, gas burners that aren't adjusted properly can produce deadly carbon monoxide. Carbon monoxide is both colorless and