

Smell. Leave. Tell.



Gas Leak Recognition

Natural gas is a safe and reliable fuel when used properly. It is colorless and odorless. As a safety precaution, we add a distinctive rotten-egg odor so you can smell a gas leak quickly.

How to recognize a gas leak:

Smell it. You will smell a distinctive, pungent odor, similar to rotten eggs.

See it. You may see a white cloud, mist, fog, bubbles in standing water or blowing dust or see vegetation that appears to be dead or dying for no apparent reason.

Hear it. You may hear unusual noises like roaring, hissing or whistling.

If you detect a gas leak:

- Leave the area immediately and move to a safe environment.
- Once in a safe environment dial **911** immediately and then report the emergency to Eversource at **877-944-5325**.
- DO NOT smoke or operate electrical switches, appliances, cell phones and land lines. These items may produce a spark that can ignite the gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if digging activities are going on in the area.

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Carbon Monoxide Safety

A heating system can produce carbon monoxide (CO) if it is not working properly or is inadequately vented. Carbon monoxide is also produced from internal combustion devices such as cars and small gasoline engines.

Know and be aware of the signs of CO poisoning:

- Carbon monoxide is odorless, colorless and tasteless — but toxic.
- Signs indicating the presence of CO can include stuffy, stale or smelly air, very high humidity or soot coming from a fireplace or heating system.
- Typical symptoms of CO poisoning include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems and loss of muscle control.

If you suspect carbon monoxide:

Alert your family, employees or co-workers and exit the building immediately, then call 911 to notify your local fire department. Wait outside until the fire department allows you to return.

Ways to keep yourself and your family safe and limit the risks of CO poisoning:

- You should “tune up” your heating system each year by using a licensed heating contractor, or a fuel supplier — preferably before the heating season begins — to ensure it works efficiently.
- CO detectors should also be installed on every floor near sleeping areas of your home and checked regularly for proper functioning.
- Check chimney or vent pipes annually for blockages. Contact a professional chimney sweep immediately if you find any problems.
- Adequately vent your home or business, especially if you have recently insulated, renovated or enclosed your heating system.
- Always clear snow, ice or debris that accumulates around vents, gas meters, regulator vents and any other outdoor piping.

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Winter Safety Tips

Accumulated snow and ice can damage natural gas meters, vents, and pipes. Keeping this equipment clear will help ensure your gas system is working safely and reliably.

Keep the following safety tips in mind:

- Carefully remove snow or ice using a broom or by hand.
- DO NOT use a shovel, it can damage the meter.
- DO NOT shovel snow up against the meter or vent pipe. After clearing snow from your roof, make sure your meter and vents are clear.
- Remove icicles safely or have a qualified roofing vendor remove icicles from overhead eaves so dripping water does not splash and freeze on the meter or vent pipes.
- DO NOT kick your gas meter to break or clear ice.
- Keep a clear path to the meter so our employees and emergency responders can access it.

Safe Digging—It's Important to Know What's Below

Before digging in your yard to plant shrubs, install a mailbox — or any excavation project no matter how big or small — call 811 at least two business days before you start digging.

Be Safe: Dial **8-1-1** or reach out to Call Before You Dig at **800-922-4455**.

Flooding

Floods can create a safety hazard by damaging your furnace or other natural gas heating systems. Floodwaters may shift your appliances, possibly resulting in a natural gas leak.

Here are some tips to keep your family safe during floods:

- Never enter a flooded basement or home until the electricity and natural gas service are turned off.
- If any natural gas equipment was under water, have it inspected by a licensed plumber or contractor before turning it on.
- DO NOT attempt to place natural gas appliances back in service yourself. A licensed plumber or contractor will check, clean, repair and pressure test all gas pipes.
- Once your appliances are safe to operate, contact Eversource to restore your gas service and relight your appliances.

Water Temperature Safety—Keeping Water Temperatures Safe with Anti-Scald Devices

Water temperatures above 120 degrees Fahrenheit can cause scalding and third degree burns in seconds.

Please keep these safety tips in mind:

- To help prevent burns and save energy, install an anti-scald device that mixes hot and cold water to a safe temperature before letting it flow from your faucet.
- Adjust the thermostat on your water heater to be at or slightly below 120 degrees.
- Never take hot water temperature for granted. Always hand-test before using.
- Always check water temperature, especially for infants, small children, and the elderly.

Locate Your Outside Meter & Vents

To find your outside meter and vents, start at your boiler or furnace system.

- If the boiler or furnace has an aluminum pipe coming from the back, then most likely it vents out of your chimney.
- If you have two plastic PVC pipes coming out of the top of your equipment, follow them to see where they exit the building.

Once you locate the outside vents and meter, mark their location with stakes.

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If you suspect a gas leak, leave immediately and from a safe place dial **911, and then call Eversource at **877-944-5325**.**