

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 to natural gas so you can quickly identify a gas leak.



How to recognize a gas leak:

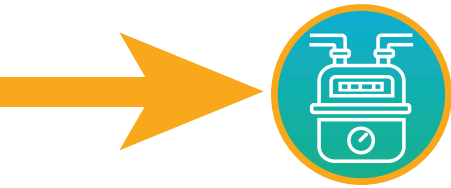
- **Smell it.** You will smell a distinctive, pungent odor, similar to rotten eggs.
- **See it.** You may see a white cloud, mist, fog, or bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.
- **Hear it.** You may hear unusual noises like roaring, hissing, or whistling.

If you detect a gas leak:

- Leave the area immediately and move to a safe environment.
- Call **911** immediately and then call Eversource at **877-944-5325**.
- Do not smoke or operate electrical switches, appliances, cell phones, or 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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Locate Your Gas Meter and Vents

Eversource is always working to keep you safe. Now is the perfect time to locate and mark the natural gas meter and heating system vents on your property. This will help you find them before they become snow-covered. It's important that they're not blocked by snow and ice during the winter — keeping them clear will prevent the accumulation of carbon monoxide in your home.

To locate your 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. However, if you have two plastic PVC pipes coming off 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.

Year-round safety tips:

- ✓ *Always maintain a clear path to the meter so Eversource employees and first responders can access it in an emergency.*
- ✓ *Don't block, store items, or plant shrubs directly in front of your meter. Plant roots and overgrowth could potentially damage the meter and create a safety hazard. This also includes placing mulch around the riser and/or covering the meter equipment.*
- ✓ *Keep meters and vents free from leaves, mulch, and snow. Carefully rake or shovel around your meter to avoid damaging it. Remove snow from your meter with a soft brush or your hands.*
- ✓ *Do not shovel snow up against the meter or vent pipe. After clearing snow from your roof, double-check to make sure your meter and vents are clear.*
- ✓ *Check roof gutters for drips and leaks that, if frozen, could form dangerous icicles. If they fall, icicles could cause damage to your natural gas meter or vent pipe.*
- ✓ *Don't stack flammables near furnaces, water heaters, ranges, or clothes dryers. Flammables include paper, wood, cleaning fluid, glue, gasoline, propane, varnish paints, curtains, and rags.*

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