

How to Recognize a Gas Leak

A gas leak is often noticed by smell, sight or sound.

SMELL. Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so you will recognize it quickly.

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

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

Despite an excellent safety record, natural gas has the potential to ignite. Learn to recognize leaks and what to do in case one occurs in your community. If you detect gas, always remember: leave immediately and tell us.

- **MOVE** to a safe environment.
- **CALL US** immediately at **877-944-5325** or **911**.
- **DO NOT** smoke or operate electrical switches or appliances (including both 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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Dial 8-1-1:
Call Before You Dig

Accidental damage during excavation poses the greatest threat to natural gas pipelines—any scrape, dent or crease to the pipe may cause a gas leak or failure. Smart digging means calling 8-1-1—Call Before You Dig—before each job. The law requires you to call at least two full working days before digging begins. Whether you are a homeowner or a professional excavator, call 8-1-1 to get your underground utility lines marked for FREE. Eversource and other utilities will be notified so that they can locate and mark underground equipment in the area. Anyone excavating is required to take special precautions when working near underground facilities.

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