

Understanding Natural Gas Safety

Natural gas is one of the most safe and clean-burning energy sources available. At National Fuel, providing safe, reliable natural gas service at the lowest possible price is our highest priority.

Heating Safety and Efficiency

Annually, have your heating system inspected by a qualified contractor before the heating season begins. The contractor should provide the following services:

- Check the heat exchangers for cracks, rust and corrosion.
- Clean and check the flue and vent pipes for any obstructions, corrosion or pipe separations.
- Check your heating system for proper ventilation.
- Clean or replace all furnace filters.
- Check blower operation, clean and lubricate.
- Check and adjust any pilots and burners.
- Check that your gas appliances produce a sharp blue flame.
- Check all electrical connections and controls.

Always keep flammable materials outdoors, in approved containers and away from your furnace, water heater and all other natural gas appliances.

Gas Theft Tip Line

Stealing natural gas is costly to all of us and can be extremely dangerous. If you know of someone who is tampering with a gas meter or making an unauthorized connection, please call our confidential, 24-hour, toll-free Gas Theft Tip Line.

In New York, call **1-800-992-9926**.

In Pennsylvania, call **1-800-835-6672**.

You could help prevent a crime and protect the safety of innocent people.

Protecting Your Family From Carbon Monoxide

Carbon monoxide is a colorless, odorless and potentially dangerous gas produced when fuel (heating oil, propane, kerosene, charcoal, gasoline, wood or natural gas) is burned without enough air for complete combustion. If inhaled in large quantities for a prolonged time period, carbon monoxide can cause unconsciousness, brain damage and even death. Learning to identify the symptoms of carbon monoxide poisoning is the first step toward protecting you and your family. These symptoms include:

- Dizziness
- Overall paleness
- Coughing
- Nausea
- Irregular breathing
- Cherry red lips and ears
- Headache
- Fatigue

If you, or anyone in your household, experience these symptoms, immediately open windows and doors to ventilate your home, then move outside and call **9-1-1** or the fire department.

There are a number of steps you can take to minimize the dangers of carbon monoxide poisoning, including:

- Have your chimney, appliances and heating equipment inspected and tested by a qualified professional every year.
- Install at least one carbon monoxide detector in your home. Do not rely on carbon monoxide detectors as a substitute for maintaining appliances, heating equipment or chimneys. If you do choose to install a carbon monoxide detector, use it as an additional preventative measure.*
- Clear snow and ice from exhaust vents and intake air vents for gas appliances to prevent carbon monoxide from accumulating in your home.
- Never use a gas oven or stovetop for heating your home.
- Install ventless heaters according to manufacturer specifications, never using them as a primary heat source.
- Never run a gasoline engine (such as a gasoline generator or an automobile) in an enclosed space.
- Never use a portable charcoal or propane grill indoors.

*You should make sure that any carbon monoxide detector you consider for purchase is listed by Underwriters Laboratories (UL) to the current UL 2034 standard, "Carbon Monoxide Detectors." National Fuel does not endorse or recommend any specific brand of carbon monoxide detector.

Customer Assistance Centers

If it is necessary for you to talk with one of our representatives in person, our Customer Assistance Centers are staffed with helpful people who can assist you. Please check the locations listed below to find the office closest to you.

In New York

Open Monday through Friday, 8:15 a.m. to 4:30 p.m.

Buffalo

409 Main Street, Buffalo, NY 14203

Cheektowaga

AppleTree Business Park
2875 Union Road, Suite 44, Cheektowaga, NY 14227

Jamestown

1384 Peck Settlement Road, Jamestown, NY 14701

In Pennsylvania

Open Monday through Friday, 8:30 a.m. to 4:30 p.m.

Erie

1100 State Street, Erie, PA 16501

Oil City

1 Relief Street, Oil City, PA 16301



Billing Questions and Customer Service

If you have a question, problem or request, please call us Monday through Friday, 7 a.m. to 6 p.m. or visit www.nationalfuelgas.com for more information.

Buffalo area: **716-686-6123**

Erie area: **814-871-8200**

All other areas: **1-800-365-3234**

Customers with hearing or speech difficulties are able to communicate with us on electronic display (TTY or teletypewriter) and can have a relay call placed to us by calling **7-1-1**.

For natural gas emergencies, call **1-800-444-3130**, 24 hours a day, seven days a week.

For more information, including translation services, call **1-800-365-3234**.

Este folleto también es disponible en español. Para más información, llame al **1-800-365-3234**.



National Fuel[®]

www.nationalfuelgas.com



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A Comprehensive Guide to Using Natural Gas Safely

Detecting a Gas Odor

Natural gas is colorless and odorless. National Fuel adds an odorant that produces a distinctive “gas smell” so that leaks are easier to detect. If you detect a faint gas smell, check to see if you have a pilot light out or a burner that is not completely turned off, and then open windows and doors to ventilate. If you find a pilot light out, do not attempt to relight it without ventilating the area first. If you smell a strong gas odor, or are unable to detect the cause of the odor:

DO

- Leave the premises.
- Call National Fuel’s emergency line, **1-800-444-3130**, from a different location.

DON'T

- Switch lights on or off.
- Light any matches.

For Natural Gas Emergencies:
Call **1-800-444-3130**,
24 hours a day, seven days a week.

For more details,
visit www.nationalfuelgas.com.



Gas Safety in Your Home

Natural gas appliances, equipment and connectors should always be installed and used in accordance with the manufacturer’s instructions. They may also be subject to manufacturer product recalls. Improper use of these devices or continued use of recalled products may result in a hazardous situation for you, your family or your neighbors. It is recommended that you periodically check with the Consumer Product Safety Commission (**1-800-638-CPSC** or www.recalls.gov) or product manufacturers to see if any of your natural gas equipment has been recalled.

Natural Gas Dryers

Some natural gas dryers are installed with a flexible exhaust vent. These installations can cause lint from the drying process to gather in the ridges of the flexible vent, potentially causing a fire. The vent pipe must be constructed of rigid metal, have a smooth interior finish and terminate outside of the building in which it is located.

Replacing Appliance Connectors

Natural gas connectors are corrugated metal tubes used to connect gas appliances in your home to gas supply pipes. Some older, uncoated brass connectors can crack or come apart, causing a gas leak that could result in a dangerous situation. Any uncoated brass connector should be replaced immediately with a new connector made of either plastic-coated brass or stainless steel. After disconnecting gas appliances, gas connectors should always be removed and should never be reused. The natural gas line should then be plugged or capped.

Only a qualified, licensed plumber, heating contractor or appliance repairperson should check your connector and replace it if needed. Do not try to do this yourself!

Do not move your appliance to check the connector.

Moving the appliance, even slightly, could cause the complete failure of one of these connectors.

Gas Safety Outdoors

Snow, ice, debris and other obstructions can damage gas meters, related equipment, pipes and natural gas appliances, rendering them unsafe. Use a broom to safely keep gas equipment and piping clear of such obstructions and inspect roof drainage to prevent ice accumulation that could damage above-ground outdoor facilities. Chimneys and vents for gas appliances must be kept free of snow and ice to enable proper venting and to prevent carbon monoxide poisoning. The gas meter must be easily accessible at all times.

Improper Piping

National Fuel does not recommend that you install your own natural gas lines. Only a qualified heating contractor or plumber should install gas lines. If work is needed, ask the contractor to install rigid steel pipe or flexible stainless steel piping.

Since 1990, corrugated stainless steel tubing (CSST) has been installed in many homes and businesses, often coated with a yellow exterior. If lightning strikes a structure with CSST, it is possible for natural gas leaks or fires to occur in some cases. A qualified plumber should conduct an inspection to determine if CSST is present in the structure. If CSST is present, a licensed electrician can install a bonding device, which will reduce chances for natural gas leaks or fires to occur in the event of a lightning strike.

Natural Gas Piping Responsibilities

National Fuel is always responsible for maintaining its natural gas main and service lines. Other gas pipes and lines running from the gas meter to your appliances belong to the property owner. The owner should conduct regular inspections of these facilities to ensure proper/safe operation. Owners are also responsible for maintaining and repairing their pipes and lines as needed. Avoid hanging items from gas piping in order to minimize stress placed on pipes.

Scalding Hazards

Extremely hot water can be dangerous. Make sure your water heater or boiler is set to a safe temperature (as recommended by the manufacturer). Always check the water temperature prior to placing a child in the bathtub and never leave a child in the bathtub without adult supervision.

What To Do In Case of Flooding

If there has been flooding in your home, be safe and call National Fuel, especially if you smell natural gas. Our emergency number is **1-800-444-3130**. Water can damage your natural gas appliances. If any gas appliance burner or its controls have been under water, DO NOT attempt to relight the appliance. A qualified contractor should be called to inspect your equipment before it can be used again.

Ask For Identification

For your safety, every National Fuel representative carries an identification card. If the card is not clipped onto his or her clothing for easy viewing, ask to see it. If proper identification is displayed, please let the representative complete his or her job. If you are suspicious or have questions, contact us immediately at **1-800-365-3234**. If you feel there might be a problem, call the local police.

Call Before You Dig, Drill or Blast – It’s the Law

A damaged natural gas pipeline or service line to a house may create an explosion hazard, resulting in injury and death, severe property damage and loss of vital service. If you are planning a project that involves digging, trenching, drilling, grading or excavating, the following guidelines apply:

- **In New York, call 8-1-1** before you dig at least two full business days before the start of your project.
- **In Pennsylvania, call 8-1-1** before you dig at least three full business days before the start of your project.
- Utility operators send professionals to conduct **FREE** site surveys and mark their underground lines in the area of excavation.
- Once your underground lines have been marked, you will know the approximate location of your utility lines.
- Respect the marks and dig with care using hand tools near underground lines.
- Have an emergency plan.



8-1-1 is the national number you should call before you begin any digging project. Whether you are planning to do it yourself or hire a professional, smart digging means calling **8-1-1** before each job.

Encroachment

Even if a construction project is not expected to interfere directly with existing natural gas pipelines, obstructions too close to, or on top of gas facilities, are known as encroachment. These include fences, additions, porches, garages, sheds and landscaping. To ensure your safety and National Fuel’s ability to access its pipelines, call our toll-free number at **1-800-365-3234**.