

Protecting Your Family From Carbon Monoxide

Carbon monoxide is a colorless, odorless 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 period of time, carbon monoxide can cause unconsciousness, brain damage, and even death. Learning to recognize the symptoms of carbon monoxide poisoning is the first step toward protecting your family. These symptoms include:

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

If you or a family member experience these symptoms, immediately open windows and doors to ventilate your home. Then move outside into fresh air and **call 9-1-1** or your local fire department.

There are a number of steps you can take to minimize the potential danger of carbon monoxide:

- Have your chimney, appliances, and heating equipment inspected and tested by a qualified professional every year.
- Ventless heaters should be installed to manufacturer's specifications and should never be used as a primary heat source.
- Install a carbon monoxide detector in your home and check often that it is operating properly. 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 preventive measure.*
- Clear snow and ice from exhaust and combustion 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.
- 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.

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.

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

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

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

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 hours and 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: 455 Main St., Buffalo, NY 14203

Cheektowaga: AppleTree Business Park, 2875 Union Rd., Suite 44, Cheektowaga, NY 14227

Jamestown: 1384 Peck Settlement Rd., Jamestown, NY 14701

In Pennsylvania

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

Erie: 1100 State St., Erie, PA 16501

Oil City: 1 Relief St., Oil City, PA 16301

Sharon: 3505 Valley View Rd., Clark, PA 16113

For Gas Emergencies, call 1-800-444-3130
24 hours a day, 7 days a week.

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

Para más información, incluyendo servicios
de traducción, por favor llame al 1-800-365-3234.



National Fuel[®]

www.nationalfuelgas.com



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Understanding Natural Gas Safety

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Natural gas is one of the safest and cleanest 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

Once annually, have your heating system inspected by a qualified professional contractor. 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.
- Check your heating system, or have it tested, for proper ventilation.
- Clean and replace all furnace filters.
- Check blower operation, lubricate and clean.
- Check and adjust pilots (if any) and burners.
- Check that your gas appliances produce a sharp blue flame.
- Check all electrical connections and controls.

Please be sure to keep flammable materials outdoors and in approved containers, and away from your furnace, water heater and other 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.

A Comprehensive Guide to Using Natural Gas Safely



National Fuel[®]

Detecting a Gas Odor

Natural gas is colorless and odorless. We add 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 a pilot light is out or if a burner is not completely turned off. If you smell a strong gas odor, or are unable to detect the cause of the odor:

DO

- Open doors and windows to ventilate
- Leave the premises
- Call our emergency line at **1-800-444-3130** from a different location

DON'T

- Switch lights on or off
- Light any matches
- Use any appliances

For Gas Emergencies
1-800-444-3130
24 hours a day, 7 days a week

For more details,
visit www.nationalfuelgas.com.



Gas Safety in Your Home

Gas appliances, equipment and connectors should always be installed by a qualified professional and used and maintained according to the manufacturer's instructions. They may also be subject to manufacturer product recalls. Improper use of these devices, or continued use of products that have been recalled, may result in a hazardous situation leading to severe injury or even death. We recommend that you periodically check with the Consumer Product Safety Commission (**1-800-638-CPSC**, www.cpsc.gov or www.recalls.gov) or the product manufacturer to see if any of your natural gas equipment has been recalled.

Certain Gas Appliance Connectors Should Be Replaced

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to gas supply pipes. Some older uncoated brass connectors, manufactured between 1970 and 1980, can crack or come apart, causing a gas leak that could result in a very dangerous situation.

Any uncoated brass connector should be replaced immediately with a new connector made of either plastic-coated brass or stainless steel.

Only a qualified, professional plumber, heating contractor or appliance repair person should check your connector and replace it if needed. Do not try to do this yourself. **Please note:** National Fuel does not provide this service.

Do not move your appliance to check the connector. Moving the appliance, even slightly, could cause the complete failure of one of these connectors.

Improper Piping

National Fuel does not recommend that you install your own gas lines. Only a qualified, professional heating contractor or plumber should install natural gas lines.

Service Lines

All gas pipes and lines running from the gas meter to your appliances belong to the property owner. You should conduct regular inspections on these facilities to ensure proper and safe operation. You are also responsible for the maintenance and repair of these pipes and lines.

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 and Other Disasters

If there has been flooding in your home that has reached your natural gas appliances, or if you have experienced some other type of disaster, play it safe and call us, 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 them. A qualified, professional contractor should be called to inspect the equipment before the appliances are used again.

Gas Safety Outdoors

Snow and ice can damage gas meters, regulators and pipes, as well as damage gas appliances or render them unsafe. Use a broom to keep gas service equipment clear, and inspect roof drainage to ensure that ice accumulation does not endanger the equipment. Chimneys and vents for gas appliances must be kept free of snow and ice to enable proper venting and prevent carbon monoxide poisoning.

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

A damaged gas pipeline or service 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:

- Call 8-1-1 before you dig
- Conduct a site survey
- Wait the required time
- Have an emergency plan
- Respect the marks
- Dig with care



8-1-1 is the 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 your construction project is not expected to interfere directly with existing pipelines, you may still be in danger of locating your project or digging too closely to a natural gas pipeline. This is known as encroachment. To ensure your safety and National Fuel's ability to access its pipelines and other facilities, call our toll-free number, **1-800-365-3234** before you begin construction.

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 ID 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 your local police.