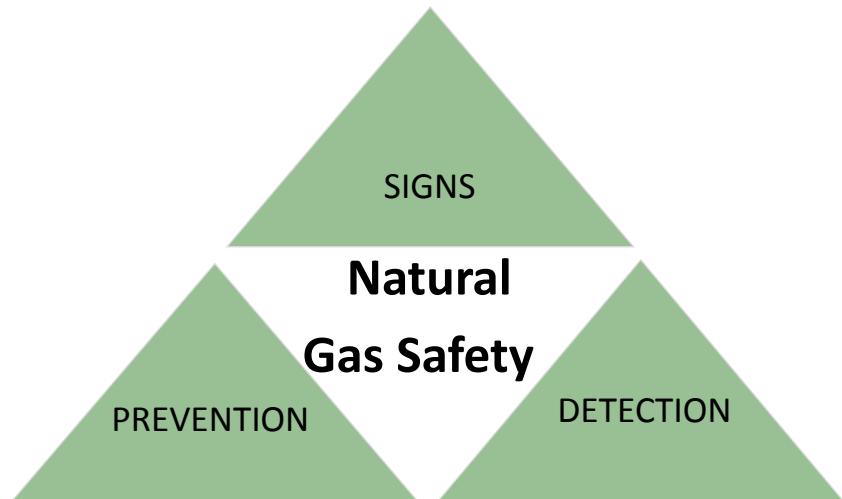




# Natural Gas Safety & Public Awareness



You are receiving this information  
because you are in the  
proximity of our natural gas main.



# Natural Gas Safety and Public Awareness

## CONTACT INFORMATION

For information on natural gas safety visit:  
[www.energy.monroenc.org/energy-services/natural-gas/natural-gas-safety-public-awareness/](http://www.energy.monroenc.org/energy-services/natural-gas/natural-gas-safety-public-awareness/)

Or Call

**Energy Services Department**  
(704) 282-4600

**Customer Service/Billing**  
(704) 282-4511

**Permit Center/Inspections**  
(704) 282-4524

**Emergency**  
911

**Esta Informacion esta disponible en Espanol.** Para pedir esta informacion en Espanol por favor llamar al:  
(704) 282—4697

[www.energy.monroenc.org/energy-services/natural-gas/seguridad-con-gas-natural-y-conciencia-publica/](http://www.energy.monroenc.org/energy-services/natural-gas/seguridad-con-gas-natural-y-conciencia-publica/)



## **WORKING TOGETHER FOR SAFETY**

The City of Monroe's Natural Gas Division personnel strive to operate the gas system with an emphasis on safety. Every day, natural gas pipelines safely carry one of the world's most efficient, reliable and environmentally friendly fuels to businesses and homes. As one of the many people who live or work near our natural gas system, you can help us keep the gas system operating safely.

## **SIGNS OF A NATURAL GAS LEAK**

If a natural gas leak occurs, your senses of sight, hearing and smell will help you identify the possible leak and its location. Although natural gas incidents and/or leaks are uncommon, there are some things you need to know to protect yourself and your property.

### ◆ **LOOK**

Blowing dirt, bubbling creeks or ponds, dry spots in moist areas or dead plants surrounded by live, green plants may indicate a natural gas leak.

### ◆ **LISTEN**

Near a gas appliance or a pipeline, there may be a hissing sound when natural gas is leaking.

### ◆ **SMELL**

Stay alert for the distinct, rotten egg-like smell of natural gas. You should take action anytime you detect even a small amount of this odor in the air.

## **IF YOU SUSPECT A NATURAL GAS LEAK**

### ◆ **LEAVE**

If you ever detect a natural gas leak, LEAVE IMMEDIATELY. Do not try to find or stop the leak.

### ◆ **DO NOT TOUCH**

Do not touch anything electrical. Do not use the telephone, even a cell phone. Do not smoke, do not turn appliances or lights on or off, or operate any vehicle or equipment that could create a spark.

### ◆ **CALL FOR HELP**

Once you are away, immediately call your local natural gas utility or pipeline company. The City Of Monroe Natural Gas Division can be contacted at (704)282-4600. If the smell of natural gas is particularly strong, also call 911. Remember the response to emergencies such as this is free.

## **CALL BEFORE YOU DIG**

If you plan to dig on your property by law you must notify NC 811 by calling (811) (or by submitting a request online at [www.NC811.org](http://www.NC811.org)). Calling before you dig doesn't cost a thing, but not calling could result in property damage, serious injury and avoidable expenses. So make the call and remember these four simple steps:

- ◆ **CALL NC 811 AT (811) (OR SUBMIT REQUEST ONLINE AT [WWW.NC811.ORG](http://WWW.NC811.ORG))**
- ◆ **WAIT FOR THE SITE TO BE MARKED (CAN TAKE 3 FULL BUSINESS DAYS)**
- ◆ **RESPECT AND MAINTAIN THE MARKS**
- ◆ **DIG WITH CARE**