



Natural gas service

Before the storm

- **CenterPoint Energy strongly advises customers NOT to turn off their gas at the meter.** The gas meter should be left on to maintain proper pressure in the gas piping within the house and to prevent water from entering the lines should flooding occur.
- **If a customer wishes to discontinue gas service, the gas can be turned off at each appliance.** Later, to restore gas service to an appliance, it is only necessary to follow the written instructions located on the appliance for re-lighting. If unable to locate instructions, call a qualified plumber.

After the storm

- **As you return to your home or business, please be alert for leaking gas.** If you smell gas, leave the area immediately, and tell others to leave, too. Do not turn the lights on or off, smoke, strike a match, use a cell phone or operate anything that might cause a spark, including a flashlight or a generator. Also, please do not attempt to turn natural gas valves on or off. Once safely away from the area, call CenterPoint Energy and we will send a trained service technician immediately.
- **Customers are asked to know where their natural gas meter is located.** As you are putting out debris for heavy trash pick-up, please make sure it is placed away from the meter. In some areas the meter may be located near the curb. Trash collectors are using mechanized equipment to pick up heavy debris, and if the debris is near a gas meter, the equipment could pull up the meter damaging it causing a potentially hazardous situation. If this does happen, please leave the area immediately and call CenterPoint Energy.
- **If your home was flooded, call a licensed plumber or a gas appliance technician** to inspect your appliances prior to requesting a service reconnection. (Don't forget about outdoor appliances, such as pool heaters and gas grills.)
- **Do not connect portable generators directly to wiring in a house or building** without having a licensed electrician disconnect the wiring from the electric service. It can create a safety hazard for electric utility linemen.
- **Never run portable generators indoors or in a garage.** Gasoline-powered generators can produce carbon monoxide, and the odorless fumes can be deadly.
- **Call 811 to locate utility lines** prior to digging on your property while conducting clean-up.

Things to do

- Store enough drinking water to last several days
- Bring your pets inside
- Clear your yard of any unsecured objects including bicycles, lawn furniture and trash cans
- Keep your car fueled and ready to go – check the oil, water and battery
- Have a map on hand
- Leave your home if you are advised to evacuate
- Monitor weather reports for updated information
- Take insurance policies and a valid ID that shows your home address – you may need this to get back into your neighborhood
- Board windows to reduce the risk of broken glass

Emergency supply checklist

- Candles and matches
- Bottled water, electrolyte drinks (e.g. Gatorade) and a cooler
- First aid supplies and prescription medications
- Protective clothing, rain gear and sturdy shoes
- Sterno, charcoal and lighter fluid if you do not have a gas grill
- Non-perishable food items and a manual can opener
- Flashlight, battery-operated radio and a two-week supply of batteries
- Hammer, nails, masking tape, plywood and plastic for quick repairs
- Cash (ATMs may not be operating)