

## Be aware of natural gas pipelines

Pipelines are the safest, most reliable and efficient manner of transporting energy products. Even though incidents involving pipelines are rare, it's important for you to know that many of us live and work near pipelines. Additionally, if you smell natural gas, observe anything you believe to be a problem, such as suspicious activity or have an emergency involving our pipelines, please call 911 and CenterPoint Energy at 612-372-5050 or 1-800-722-9326.

For more information on pipelines and pipeline safety, visit [CenterPointEnergy.com/besafe](http://CenterPointEnergy.com/besafe)



## Call before you dig.

This yellow marker indicates the approximate location of a natural gas pipeline. State law requires you to call 811 Gopher State One Call, 651-454-0002 or 1-800-252-1166, at least two working days before you begin digging in your yard. Utilities will come out and mark the location of underground lines – including the location of pipelines – if present at no cost to you.



Know what's below.  
Call before you dig.

## Warning, regarding natural gas appliance connectors

Natural gas connectors are corrugated metal tubes that connect a home's natural gas appliances to a fuel source. The U.S. Consumer Product Safety Commission warns natural gas users that older brass, uncoated appliance connectors could come apart causing a natural gas leak, fires and explosions resulting in deaths and injuries. Defective connectors are most often found on gas ranges, ovens and clothes dryers (sometimes on water heaters and furnaces) that are 20 years old or older. If you think you may have an uncoated, brass connector, call a qualified plumber or heating dealer to have it inspected. DO NOT try to inspect it yourself; DO NOT move the appliance or disturb the connector.

PO Box 59038  
Minneapolis, MN 55459-0038



Always There.®



## NATURAL GAS SAFETY

Important reminders for you,  
your family, and your neighbors





## Using natural gas safely

Natural gas is so clean, reliable and efficient that it can be easy to take it for granted. But like any other energy source, it must be used safely. Here are a few important safety reminders.

### What to do if you smell gas

Natural gas has no odor of its own – so we add an odorant that smells like rotten eggs so you can recognize it. If you smell gas:

1. Leave immediately on foot then
2. Call CenterPoint Energy and 911 from a safe location.

### What NOT to do if you smell gas:

- Use your own phone.
- Use your computer.
- Turn electrical switches in your home on or off.
- Ignite a match or any other flame. We will investigate the odor at no charge to you. If you smell natural gas outside, please call us. Do not assume someone else has called.
- Drive your car

### Emergency Gas Leak telephone numbers

- Twin Cities metropolitan area 612-372-5050
- Other areas 1-800-722-9326

For more safety information, visit [CenterPointEnergy.com/besafe](http://CenterPointEnergy.com/besafe)



## Water heater safety

Set your water heater temperature to 120°F (low or warm) to help prevent accidental burns. Water heaters set at 140°F or higher pose a potential danger, especially to children and the elderly. It takes just five seconds to receive a

third-degree burn from 140°F water. See the instruction manual before setting the temperature on the water heater. You should always feel the water before bathing or showering. Temperature limiting valves are available. Check your owner's manual for information.



## Beware of carbon monoxide (CO) build-up

Carbon monoxide (CO) is a poisonous gas that is colorless, odorless, tasteless and non-irritating. It can build up in your home when fuel-burning appliances have not been properly maintained or do not have enough fresh air for proper fuel

combustion. We recommend that you have your furnace and other fuel burning equipment inspected annually by a qualified service technician.

If you think you may have a carbon monoxide problem, call the Emergency Gas Leak telephone number for your area shown below. We will check for elevated levels of CO.

For a free brochure about the symptoms, sources and prevention of carbon monoxide, download the brochure at [CenterPointEnergy.com/besafe](http://CenterPointEnergy.com/besafe) or call us at 612-372-4727 (1-800-245-2377).

## Emergency Gas Leak telephone numbers

<b>Twin Cities metropolitan area</b>	<b>612-372-5050</b>
<b>Other areas</b>	<b>1-800-722-9326</b>



## Keep flammables away from appliances

Never use or store flammable products such as gasoline, solvents or adhesives near a water heater or any other natural gas or electric appliance because vapors from flammable liquids can ignite. In the right conditions, flammable vapors can travel undetected along the floor aided by air vents. To minimize the risk of accidents, elevate the water heater at least eighteen inches above the floor. Keep all flammable products in tightly closed, approved

containers, stored far away from all appliances and out of the reach of children. To find out more, visit the American Gas Association at [aga.org](http://aga.org).



## Know meter safety and when to call

During winter, heavy snow and ice can build up on or near meters, causing potentially dangerous conditions. Although meter problems due to weather are uncommon, follow these tips to help prevent them:

1. Keep meter area and path to your meter clear of snow, leaves and debris. Do not use a snow blower near the meter.
2. Do not attempt to remove ice from the meter.

Call us at 612-321-5200 if you notice one or more of the following conditions:

- Snow or ice formations are visible above the meter.
- Meter is located below a downspout.
- Overhang or eave does not fully extend over the meter.
- Meter is located below a roof valley without a gutter.
- Meter is located below an exterior water spigot.