

A Message for you about

Natural Gas Safety



KANSAS GAS SERVICE
A DIVISION OF ONEOK

Natural gas safety in your community

Kansas Gas Service is committed to constructing and maintaining a pipeline delivery system that complies with applicable state and federal guidelines, industry standards and safety regulations. We apply approved pipeline integrity management techniques, which monitor system performance and ensure system reliability. Your knowledge and understanding of underground pipeline facilities, damage prevention and emergency notification is an important element in ensuring pipeline integrity and enhancing system performance. Our goal is to deliver clean, efficient, and reliable natural gas throughout the communities we serve.

Your senses can help detect natural gas

Natural gas heats our homes, cooks our meals, cleans and dries our clothes, produces hot water on demand, lights our yards and even powers vehicles. Natural gas is a natural resource that is environmentally friendly and is the cleanest and most efficient energy source available. Even though natural gas is safe, when used improperly it can cause accidents to occur.

Use your senses—your nose, eyes, and ears to stay alert to potential dangers.

Look – Blowing dirt, persistent bubbling in standing water, or dead vegetation are signs of a possible leak around the pipeline area.

Listen – Listen for any unusual noise like a hissing or roaring sound.

Smell – Notice any unusual “rotten egg” odor.

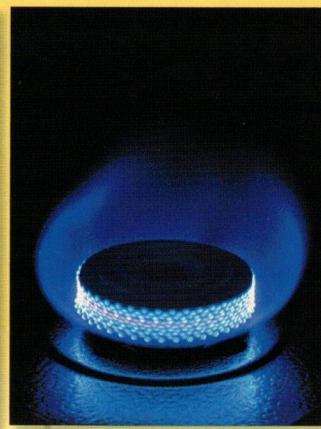
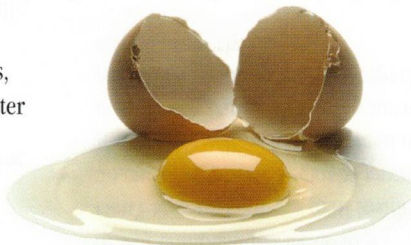
What to do if you suspect a gas leak in your home

While natural gas is naturally colorless and odorless, we’ve added a chemical agent called mercaptan, which has an unnatural scent, to warn you if a gas leak is present.



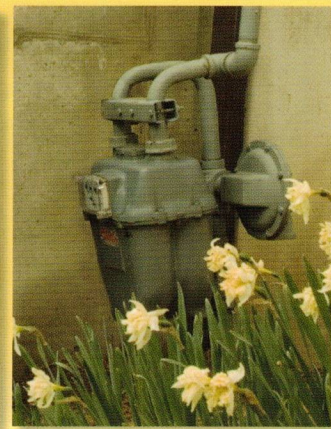
If you smell a “rotten egg”

or pungent odor in or around your home, at work, or in your neighborhood, this odor may be the result of a natural gas leak.



If you see a “yellow” flame instead of a blue flame

on your furnace or water heater it’s a warning sign that gas fuel is burning inefficiently. It means an increased potential for carbon monoxide poisoning and higher fuel bills. Have gas appliances checked regularly by a qualified technician.



If you hear a “hissing” noise

around your gas meter, around appliances or if your appliances fail to ignite, you may have a natural gas leak. If you see unexplained dead vegetation or bubbling puddles of water in or around your yard or your gas meter outside, you may have a gas leak.

If you think you have any of these warning signs, leave the area immediately!

DO NOT flip a light switch.

DO NOT light a match.

DO NOT use your telephone or wireless phone.

Any of these actions can cause a fire or explosion.

DO extinguish cigarettes or other smoking materials.



To report a natural gas leak or emergency call
Kansas Gas Service from a telephone away from your home:

1 (888) 482-4950 or dial 911

Remain away from the building until an official familiar with the situation tells you it is safe to return. Once your gas has been shut off, do not try to turn it back on. Only a qualified service person may perform this task.

continued

For Your Safety

Do not use or store flammable liquids or combustible materials near your appliances. Invisible vapors from flammable liquids such as gasoline, paint, solvents and adhesives are heavier than air and can travel great distances along the floor. A pilot light or lighted burner of a gas appliance can ignite these vapors.

Keep all combustible materials, including cloth rags and paper, away from your water heater, furnace and other gas or electric appliances. Store all flammable liquids in tightly closed containers outside, and away from children, and gas and electric appliances. If you detect a fire, leave immediately and call 911.

The National Fuel Gas Code requires that if appliances are installed in residential garages or in areas where the open use, handling or dispensing of flammable liquids occurs, the appliances must be placed so that the main burner and pilot light are elevated at least 18 inches above the floor, unless the appliance is listed as flammable vapor ignition resistant. A qualified appliance service contractor or plumber can check this for you.

Carbon Monoxide Poisoning

Carbon Monoxide is an odorless, colorless and tasteless gas that can make you sick or cause death. Carbon monoxide occurs when fuel does not burn completely. Sources include improperly vented cooking or water heating appliances, auto exhaust, blocked chimney flues and malfunctioning fuel-burning appliances.

The presence of carbon monoxide in your home or business might appear as black soot around vents, flues, furnace filters, burners or appliance access openings; as condensation on windows or interior walls; as a yellow flame instead of a blue flame on appliance burners; as the absence of a draft in your fireplace; or as dying house plants or unexplained illnesses in pets. *Humidifiers or vaporizers can also cause condensation on windows.*

Symptoms of carbon monoxide poisoning are similar to other illnesses. These symptoms include headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting.

As carbon monoxide levels increase, symptoms may become more severe and include shortness of breath, extreme muscular weakness, intermittent convulsions, mental confusion and unconsciousness. In addition, severe poisoning can cause these symptoms: change in skin color; lips and mucous membranes change in color to cherry red; and heart and lung failure.

Carbon monoxide detectors can alert you to the presence of carbon monoxide. If you install a detector, follow the manufacturer's directions regarding installation. **If you suspect the presence of carbon monoxide in your home or business, leave immediately and use a phone located away from the potential hazard to call 911.**

Helpful Prevention Tips

- Check and maintain proper ventilation of flue and chimney.
- Clean or replace air filters regularly.
- Don't block air intake areas near appliances.
- Don't use a gas range or space heater to heat your home.
- Don't start your car, lawn mower, snow blower or any combustion engine in a closed garage.
- Don't operate your gas grill inside your home, an enclosed porch or closed garage.
- If you see a yellow flame instead of a blue one, it's a warning sign that your natural gas appliance is not operating properly or is not vented properly.

Protect yourself and your family. Check flammable containers, appliances and carbon monoxide detectors now!

Scalding Hazards

Make sure your water heater is set to a safe temperature. Check the water temperature before placing a child in the bathtub; never leave a child alone or with other young children in the bathtub.



Employee Identification

Kansas Gas Service employees carry a company photo identification card. Before allowing anyone to enter into your home, please ask to see proof of identification. If you suspect someone is impersonating a Kansas Gas Service employee or authorized agent, please call 911.

For more information about Kansas Gas Service or this message on natural gas safety, please visit our Web site at: www.kansasgasservice.com or call 1 (800) 794-4780.

Call Before You Dig

If you are planning to dig or perform excavation work, we need your help in preventing damage to underground facilities. For your safety, before you dig, excavate, plant a tree, till a garden or set fence posts, call:

Kansas One Call

1 (800) DIG SAFE or 1(800) 344-7233

If you call two full working days (48 hours) in advance, underground pipelines and facilities will be marked at no charge. Records show that damage from excavation-related activities, particularly from equipment digging into pipelines, is the number one cause of pipeline accidents. Without proper coordination, excavation activities in the vicinity of underground pipelines can result in very dangerous situations.

**For natural gas emergencies
call 911 or call
Kansas Gas Service, toll free:
1 (888) 482-4950**