



Your Guide To **NATURAL GAS SAFETY**



What We Value

The safety of our employees, customers and community is the number one priority for us at the National Petroleum Corporation.

Employees

Our internationally trained employees help to ensure the safety of our infrastructure.

Customers

We provide a range of safety tips for our customers covering all aspects of hazard prevention. Additionally, we monitor our customer accounts for signs of high consumption in order to detect any suspected gas leaks swiftly.

Community

We maintain processes and internal controls to consistently meet all local and international standards required to deliver a safe Natural Gas service to our communities.



How do you recognize a gas leak?

Smell : There is an odorant added to natural gas which creates a smell similar to sulfur or rotten eggs.

Sight : There may be a natural gas escape if you notice:

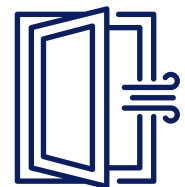
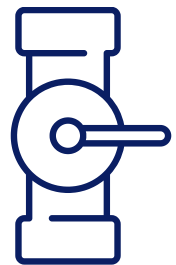
- vapour and frosting on the ground
- water bubbling
- a distinct area with dead or dying vegetation
- blowing dirt or dust from a ground hole
- flames escaping from the ground or burning above ground if gas is ignited.

Sound : There may be a natural gas escape if you hear a sound that ranges from a slight hissing to a roaring.

What do you do if there is a gas leak?

If you think you have identified a gas leak follow these instructions:

- 1. Find the shut-off valve**, which is located either outside of your kitchen, or behind the stove/appliance. The gas is off when the valve handle is forming a “T” with the gas pipe.
- 2. Eliminate any source of ignition. Do not smoke.** Do not use any devices that might create a spark such as light switches, phones, flashlights or electric appliances, including computers.
- 3. Ventilate the building** – open doors and windows.



If you continue to detect a strong smell of gas, hear or see gas escaping:

Immediately evacuate the house or building and call the National Petroleum Corporation emergency number at 430-4099 and the Fire Department at 311.

- **DO NOT** cause an open flame or use anything that has the potential to create a spark, such as a telephone (cell or landline), flashlight, motor vehicle, doorbells, electrical switches etc.
- **DO NOT** call your neighbours if you are notifying them. Hand knock on their doors.
- **DO NOT** do anything that might ignite the leaking gas, including starting an engine or driving a vehicle, lighting a match or even switching on or off a light.
- **DO NOT** come in direct contact with escaping gas.
- **DO NOT** drive into a leak if leaving an area.
- **DO NOT** attempt to operate any pipeline valves.
- **DO NOT** attempt to extinguish any natural gas pipeline fire.

Protecting your natural gas meter and piping

To ensure that your gas meter and piping continues to work safely and accurately, protect it from damage.

- Never attach electrical grounding wires to gas piping.
- Do not attach anything to your meter or gas piping.
- Do not lean anything against the meter or gas piping.
- Do not enclose the meter in any structure.
- Do not allow shrubs, trees or other landscaping material to grow near the meter.
- Call NPC before you dig around gas piping for any reason.
- Dig by hand when working around the meter and gas piping.
- Do not stand on/or place anything heavy on the meter or gas piping.



Please note that if you damage the meter or piping you may be responsible for the cost of repairs.

Tips For Natural Gas Appliances

For your safety, have your appliances regularly maintained and know the common warning signs or problems. Please pay attention to the appliance Safety Tips below:

- If your pilot light is out or will not stay on, contact NPC for advice.
- Gas appliances have a clear, steady blue flame. Noticing small, occasional amounts of yellow and orange flames are normal. If you notice flames of any other colour contact NPC for advice.
- Never use a gas oven or cook top as a space heater.
- Never try to repair or install a gas appliance yourself. Contact NPC for guidance.
- Water can damage the internal safety mechanism in gas controls of an appliance. If you suspect water damage, contact NPC so that a qualified natural gas technician can replace them immediately.



Tips For Natural Gas Appliances

- Gas appliance connectors (flex hoses) should be checked by a qualified natural gas technician. They can be hazardous due to deterioration, excessive movement, bending or corrosion.
- Keep the space around all gas appliances clear of build-up, rags, newspapers and other debris.
- Keep appliances and oven burners clean. Never line the oven completely with foil.
- Never use or store combustibles such as gasoline, aerosol cans, paints, solvents, household cleaners, pool chemicals or similar products near any fuel burning equipment.
- Be aware of where gas (and other utility) lines are buried, especially when working in your yard.
- **GAS GENERATORS SHOULD NOT BE PLACED AND USED INSIDE THE HOME.** Contact NPC so that a qualified natural gas technician can advise on appropriate placement for natural gas generators outside the property.



Emergency Preparedness

Follow the recommendations below to be prepared in the case of an emergency:

- Familiarize yourself with the Evacuation Plan for your area.
- Familiarize yourself with the location of the Evacuation Plan's Muster Point.
- Know how to recognize the signs of a potential gas leak and how to respond.
- Maintain a sense of vigilance in identifying risks to nearby gas pipelines to help prevent emergencies.
- Report suspected gas leaks or any other suspected risks to NPC to help prevent emergencies.





To report a gas leak call
430-4099

