

# Natural Gas Leaks



- General signs of a gas leak include an unusual smell like that of rotten eggs and a quiet hissing or roaring coming from the ground or above ground pipe.
- Other indicators of a gas leak are dirt or water blowing in the air, vaporous fogs, or discolored or dead vegetation surrounding a pipeline.
- If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. From a safe place, immediately call PG&E at 1-800-743-5000 or call 9-1-1.
- **If you suspect a gas leak, do not light a match, stop or start an engine, use a phone, switch on or off lights or do anything that might create a spark.**
- If directed, turn off the gas, using the outside main valve. If you turn off the gas for any reason, it must be turned back on by a professional using the correct procedures.
- Look for electrical system damage. If you see sparks or broken or frayed wires or if you smell burning insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice.

- Check for sewage and water line damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap. You can obtain safe water from undamaged water heaters or by melting ice cubes.
- Inspect the entire length of chimneys carefully for damage. Unnoticed damage could lead to fire or injury from falling debris during an aftershock. Cracks in chimneys can be the cause of a fire years later.
- Take pictures of damage to your house and personal property properly for insurance claims.
- Check for gas leaks. If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building.
  - Sight: Dirt or water blowing in the air, vaporous fogs, or discolored or dead vegetation surrounding a pipeline. Other indicators may be discolored or abnormally dry soil, continuous bubbling in wet or flooded areas, an oily sheen on water surfaces. or frozen ground in warm weather.
  - Sound: a quiet hissing or roaring coming from the ground or an above ground pipe. The volume depends on the size of the leak.
  - Smell: An unusual smell like that of rotten eggs or a

petroleum or gaseous odor. Natural gas is odorless and colorless until odorants are added at the distribution facility to give it a distinct smell.

- If you suspect a gas leak! do not light a match, start or stop an engine, use a phone. switch on or off lights or do anything that might create a spark.
- If directed. turn off the gas, using the outside main valve. If you turn off the gas for any reason. it must be turned back on by a professional.
- If possible, leave on the gas at the main valve. unless you smell gas or think it is leaking. Depending on the emergency, it may be weeks before professionals can turn gas back on using the correct procedures.
- If you have turned off your gas, DO NOT attempt to turn it on yourself.