

Carbon Monoxide Precautions

Carbon Monoxide (CO) comes from poorly functioning appliances, or appliances that are not vented or incorrectly vented. You can't see or smell CO. Only a CO detector can alert you to a problem.

Health officials recommend having CO detectors on every level of your home and within 10 feet of any sleeping areas. CO poisoning symptoms can occur immediately or more gradually after long-term exposure. Symptoms include dizziness, shortness of breath, headaches, confusion, nausea, and sleepiness. If you suspect CO poisoning, get fresh air immediately. Be sure to call for help before helping others. CO poisoning can lead to brain damage or even death.



Flammable Materials

Keep combustible and flammable materials (such as gasoline cans, cleaning solvents, newspapers and papers, rags and cleaning cloths) at least 18 inches away from your natural gas appliances.

Snow and Ice Precautions

Use a broom, not a shovel, to keep your natural gas meter and regulator free from snow and ice.

For sidewall vented appliances such as direct vent furnaces, fireplaces or water heaters, do not allow the outside vent to be blocked by snow and ice. Blocked vents can cause carbon monoxide to back up into the building.



How to Get Additional Information



804-646-4646

<http://www.rva.gov/>

[public-utilities/natural-gas-safety](http://www.rva.gov/public-utilities/natural-gas-safety)

Call Before You Dig (Virginia) 811

or

1-800-552-7001

Office of Pipeline Safety

<https://www.phmsa.dot.gov/about-phmsa/offices/office-pipeline-safety>

You will receive additional safety information throughout the year in material included with your monthly bill. We encourage you to review this important information.



Winter Edition

Natural Gas Safety Awareness

RICHMOND

GAS WORKS

30901-I-0275

Damage Prevention Awareness

The greatest risk to underground pipelines is accidental damage during excavations. To protect our natural gas pipelines and other underground facilities, it is critical that people call 811 to have underground lines marked prior to ANY digging on public and private property.

Even if you cause what seems to be minor damage to a pipeline or gas meter, suspect damage, or become aware of damage to a pipeline, notify Richmond Gas Works immediately at 804-646-4646. A gouge, scrape, dent, or crease to the pipe or its coating may cause a future leak or failure. It is imperative that the pipeline owners inspect and repair any damage.

The law requires ALL excavators have lines marked by calling 811 or 1-800-552-7001 before digging.

Virginia 811 will contact the owners of the underground facilities and pipelines in the immediate area of digging so that they can mark the location of their lines prior to excavation. Excavators are required to allow time for utilities to be marked and are required to take precautions when working in the immediate area of underground lines. The use of mechanized equipment is prohibited within two feet of either side of any utility. Specific details of what is required is available at va811.com. Failure to comply with this law can jeopardize public safety, and can result in costly damages and substantial fines.



**Natural
gas
smells
like
rotten
eggs**



**If you smell gas,
leave fast and
call 911**

Pipeline Location

Natural gas is drawn from inside the earth and fed into large transmission pipelines that crisscross the nation.

Once the gas arrives in Virginia, Richmond Gas Works distributes it safely and reliably to its customers through underground pipelines. Line markers are used whenever possible to approximate their location along a route. These markers display the material transported (yellow means natural gas), the name of the pipeline owner, and telephone number of the owner in the event of an emergency or damaged pipeline. These markers indicate only the general location of the pipeline and cannot be relied upon to indicate the exact location. Because many of these distribution lines are not marked, it is critical that people call 811 prior to ANY excavation. When excavation work is planned, the natural gas pipelines are identified with yellow paint markings or flags.

Leak Recognition and Response

A natural gas leak is usually recognized by smell, sight, or sound.

- Smell - Natural gas is colorless and odorless. We add a distinctive, pungent odor (rotten egg smell) so you will recognize it quickly.
- Sight - You may see a white cloud, mist, fog, bubbles in standing water, or vegetation that appears to be dying for no apparent reason.
- Sound - You may hear an unusual noise like hissing or whistling.

What should you do if you suspect a leak?

- Protect life first. MOVE to a safe environment.
- Call 911 or Richmond Gas Works at 804-646-4646.
- DO NOT strike a match, use telephones, switch on or off appliances, lights or even a flashlight in the area where you smell gas. These items can produce sparks that might ignite and cause an explosion.

For emergency personnel

- Emergency response officials should secure the area and take steps to eliminate ignition sources.
- Evacuate the general public from the vicinity of the leak.
- Call Richmond Gas Works at 804-646-4646.

For excavators

- Immediately eliminate all sources of ignition (e.g., truck and car motors, backhoes, etc.)
- Call Richmond Gas Works at 804-646-4646.
- DO NOT try to fix the pipe, slow the rate of leaking gas, or extinguish a gas burning fire unless there is a threat to life.

