Natural gas home safety tips

Follow these simple steps to help keep your family, neighbours and home safe.

ENBRIDGE®

Smell natural gas?

Go outside and call 911 or our emergency number at **1-866-763-5427.**

Signs of a natural gas leak:

- Smell for a strong odour like rotten eggs or sulphur.
- Look for damaged connections to natural gas appliances or plants dying without a reason.
- Listen for hissing or whistling.

If there's a natural gas leak:

- Don't use phones or electronics.
- Don't turn appliances or lights on or off.
- Don't smoke or use lighters or matches.
- Don't start any vehicles or motors.
- Don't try to put out a fire—call 911.

Stay safe from carbon monoxide (CO)

Hear a CO alarm beep? Go outside and call 911.

How you may feel with CO poisoning:

- Headache
- Can't breathe
- Dizzy
- Sick to stomach
- Confusion
- Can't hear
- Can't see
- Can't stand
- Falling
- Fainting
- Can't stay awake

3 steps to stay safe:

Install CO and smoke alarms near every sleeping area—it's the law.

Get natural gas appliances checked every year by a TSSA-registered contractor.

Make sure vents from natural gas appliances aren't blocked.

CO alarm tips:

Monthly test CO alarms | **Every six months** change the batteries | **Once a year** check the expiration date

What is CO?

CO is a poisonous gas you can't see or smell. It can be in the air if natural gas appliances (like furnaces, stoves and fireplaces) aren't working right.

Enbridge Gas does not sell or fix natural gas appliances. As an owner or user of natural gas appliances, you have a responsibility to maintain your appliances in safe operating condition. Visit heating.tssa.org to find a TSSA-registered contractor near you.

Natural gas appliance safety

To prevent dangerous gas or CO leaks and fires, have a TSSA-registered HVAC contractor inspect your natural gas appliances, such as:

- Boiler
- Barbeque
- Fireplace
- Furnace
- Water heater
- Cooktop or range

Here are a few items a certified HVAC contractor will check:

Water temperature control valves	Combustion and heating capacity
Exhaust vents	Safety controls and switches
Air ducted equipment	Pressure control valves

Dig safe at home

It's the law—visit Ontario Dig Authority at **OntarioDigAuthority.ca** to request a utility line locate at least five business days before you start digging to prevent hitting natural gas lines.

Contact Ontario Dig Authority before ANY digging project, including these:

- Landscaping
- Building a fence
- Digging a garden
- Installing a driveway
- Planting a tree
- Building a deck
- Installing a pool
- Waterproofing a basement

Smell gas? Damage a natural gas line?

1. Stop digging.
2. Leave the area.
3. Call 911 or 1-866-763-5427.

Visit **enbridgegas.com/digsafe** for more tips about safely digging at home.

Keep your natural gas meter clear

Why a clear meter is important:

- Helps keep you and your family safe.
- Keeps appliances working properly.
- Lets us do safety checks and fixes.

How to clear your natural gas meter:

- Make sure there's a clear path to it.
- Remove plants, shrubs and trees around it.
- Use only a soft brush to remove leaves and snow off your meter and vents.
- Get rid of icicles on or above your meter and vents.

Tips to stay safe:

Don't hit or kick your meter or vents.

Never use sharp objects to clear off your meter.

Make sure your meter is not hidden by tall grass, bushes or landscaping.

Fix water leaks dripping onto your meter or vents.

Problem with your meter?
Call **1-866-763-5427** and we can help.

Clogged sewer line?

If you're dealing with a flooded basement, funky smells or other signs of a clogged sewer, your main sewer line might be to blame. Clogs in pipes inside your home can typically be cleared safely on your own. But if the clog is in sewer or septic pipes that run outside the walls of your home, contact Ontario Dig Authority at **1-800-400-2255** for a free sewer safety inspection before you or a plumber dive into a fix.

Your safety is our top priority.

Every day, countless Ontarians rely on natural gas. Visit our website at **enbridgegas.com/safety** to explore more safety tips and download our safety checklist. Stay safe and informed—all year long.

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