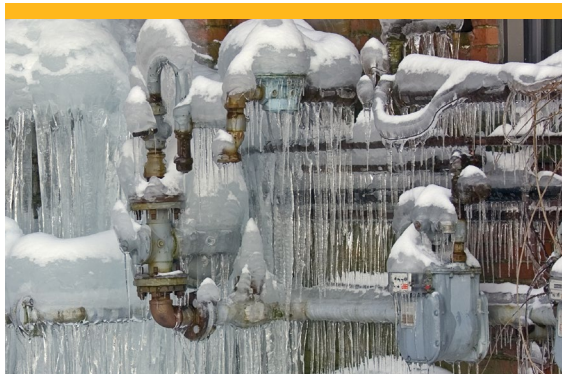


Beware of snow and ice on gas meters

As winter approaches, water dripped or frozen on a gas meter or an appliance vent can create a potentially hazardous situation. Be on the lookout for frozen hazards that may prevent safe and efficient operation. First responders or company personnel must be able to access metering equipment at all times in the event of an emergency.

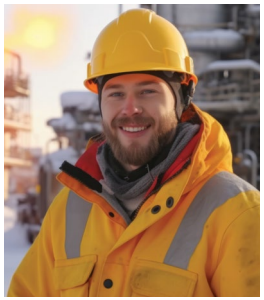
For your safety, please maintain clear access to the meter and associated metering equipment and keep it free from obstructions.

- Remove snow or ice around the meter and/or piping by hand or gently brush with a broom.
- Remove ice and freezing water by removing icicles from overhead eaves and gutters.
- Keep sidewall vents clear of snow and ice to ensure gas appliances exhaust properly.
- **Do not strike the metering equipment with any objects to remove ice**. Doing so may cause a gas leak.
- **Do not plow or pile snow up against or on the gas metering equipment** or any of the company's equipment buildings.

For your protection

If you see Enbridge Gas Ohio representatives working in your neighborhood, they always carry a photo identification badge with the company logo on it. If you have doubts, please ask to see his or her badge.

Likewise, if you are contacted by someone who claims to be from Enbridge Gas Ohio and who asks for your account number or any other personal information, do not give it to them.



We do not call customers, send email messages or come to your home to get information about your accounts.

We keep your personal, financial and other information confidential.

So we can reach you

Visit **enbridgegas.com/ohio** to update your contact information.

You're required to call us if you need to add or remove a large gas-consuming appliance such as a generator or pool heater or have added or removed one since establishing service.

Please email us at:
ohioconstructionsupport@enbridge.com
or call us at **888-619-0786** so we can make sure our equipment is properly sized.

Visit **enbridgegas.com/ohio-safety** for more on pipeline safety.

ENBRIDGE

© 2026 Enbridge Inc. All rights reserved.

Natural Gas Pipeline Safety

Fall/Winter 2026

Enbridge Gas Ohio

ENBRIDGE

811 Know what's **below.** **Call** before you dig.

Digging? Call 811 first!

Before you start a digging project of any size, **call 811** or make an e-dig request at **OHIO811.org** at least two full working days (not including the day of the notification) but no more than 16 calendar days before digging to avoid buried utility lines.This **free service** is for your safety and it's the law.

Piping and appliances

Property owners are responsible for the piping that runs from the gas meter to gas appliances, whether the piping is internal, external, buried or exposed. Failure to properly maintain your house line or appliances can lead to life-threatening conditions or property damage from fires or explosions.

Report energy theft

Damaging or bypassing the gas meter or related utility-owned property constitutes a theft and creates a safety hazard that could lead to explosions or fires that could threaten lives and property.

If you suspect natural gas theft, you can report it by calling **866-225-0465** or by visiting **enbridgegas.com/ohio-theft** to report it confidentially.

Safety inside your home

Natural gas appliances are very safe to use. However, Enbridge Gas Ohio recommends a professional heating system and gas appliance inspection each year for early detection of leaks, corrosion or other issues that can lead to hazardous conditions in your home or office.

A malfunctioning or poorly vented appliance can create carbon monoxide gas, which can be deadly. Carbon monoxide, or CO, is a colorless, odorless gas, but does produce soot. **Be safe: install a battery-powered carbon monoxide (CO) detector in the hallway of your home near sleeping areas.** Remember to replace detector batteries at timely intervals as recommended by the manufacturer. While a CO detector is no substitute for annual inspections of heating systems, the alarm can alert you to the presence of CO.

Visit **enbridgegas.com/ohio/safety/carbon-monoxide** for more information.

What to do in a natural gas emergency

Do you and your family recognize the rotten egg odor that we add to natural gas? Do you know what to do if you detect natural gas in or around your home?

- **Do leave the premises immediately by foot.** Do not open your garage door.
- **Do call 911 and our emergency number 877-542-2630** from a safe distance.
- **Do meet our representative upon arrival** to provide investigative information.
- **Do watch for signs of underground gas leaks.** Dry spots, especially in wet fields, discolored soil, dead or dying vegetation near a pipeline may indicate a leak. Also, look for dirt blowing into the air or bubbles in standing or moving water.
- **Do not remain in the building** or attempt to investigate.
- **Do not turn on or off any appliances**, lights, phones, garage door openers, etc.
- **Do not smoke**, use lighters or matches, or operate vehicles, elevators or power.

If none of your gas appliances are working properly, it could mean your natural gas service has been interrupted. Call us at **877-542-2630** and we will send out a representative to investigate.