

## Wyoming

## Emergency preparedness and natural gas

Your emergency preparedness should include an understanding of your natural gas service and how it might be impacted by an earthquake or other major disaster. While no one can accurately predict the damage done by an earthquake, natural gas pipelines have, in most cases, proven remarkably resistant to earthquake-related damage. Most natural gas pipelines are made of high-strength steel or polyethylene plastic. These pipe materials are flexible enough to withstand significant earth movement without sustaining damage.

Here are some things you can do to increase your personal preparedness for an earthquake or other disaster:

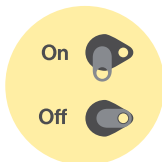
**Secure your water heater:** The most common earthquake damage to natural gas appliances and/or equipment occurs when a full, heavy, unstable water heater falls over, potentially damaging both its natural gas and water lines. Make sure your water heater is secured to the wall or the floor to prevent damage. Doing so will also provide a small reserve of clean water in a disaster.

**Store paints, chemicals and solvents away from natural gas appliances:** Don't give these flammable materials an unnecessary chance to ignite.

**Know when and how to turn off your gas meter:** It's a good idea to be familiar with the look and sound of your gas meter under everyday conditions, and to know where the shutoff valve is located. Once you've secured yourself and your family, conduct a quick inspection after any incident involving your home.

**Leave the meter on unless the following conditions exist:**

- You smell natural gas.
- You hear natural gas leaking.
- You see structural damage.
- There is a fire in close proximity.
- Enbridge Gas makes the request.



Then, turn the meter off only if you can do it safely. The shutoff valve is located next to the meter. Turn the valve a quarter turn in either direction to the "off" position. Once the meter is shut off, it should only be turned back on by Enbridge Gas.

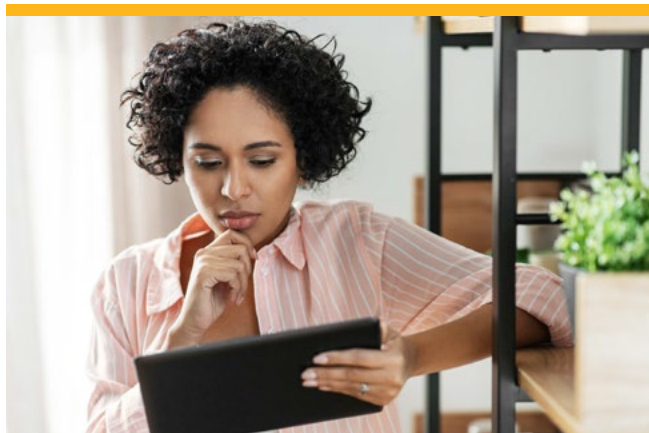
If you don't know the smell of natural gas, call **800-323-5517** and ask for our odorant brochure. Visit [enbridgegas.com](https://enbridgegas.com) to read more about natural gas safety.

## Protect yourself from scams

Be aware of scammers who call and claim to be collecting on your bill and ask for an online or over-the-phone payment. Some of these requests can sound and look real. In some cases, scammers are able to make it appear they are calling from an Enbridge Gas phone number.

**Here are some tips on how to avoid these scams:**

- Remember: Enbridge Gas will never call you to demand a payment.
- If you pay your bills on time, be suspicious of any call or email regarding your account.
- Never provide personal or financial information to someone who calls and asks for it.
- Log in to your online account at [enbridgegas.com](https://enbridgegas.com) or call Enbridge Gas at **800-323-5517** to verify the status of your account.



## Go paperless today with eBill

If you'd like less clutter in your life, consider going paperless! With eBill, you'll receive a monthly email letting you know your natural gas bill is ready to view. Visit [enbridgegas.com](https://enbridgegas.com) to sign up today. Make your billing experience even more hands free by checking out convenient ways to pay your bill electronically for faster and more secure processing.



## How to identify an Enbridge Gas representative

When an Enbridge Gas representative comes to your home or business, they will be carrying an official identification badge. This badge includes the representative's photo, name and the Enbridge Gas name. If someone claiming to be an Enbridge Gas representative comes to your home, please feel free to ask to see their badge. If the person claiming to represent us does not have a badge, **DO NOT** allow them to enter your home, and immediately report the incident to the local police. If the person does have a badge but you still have doubts, please call us at **800-323-5517**. A customer service representative can determine if any work is scheduled at your address.

### Tips to avoid hot-water burns

It only takes a second for a small child to turn on the hot water and get burned. Here are some tips to help prevent hot-water burns:

- Set your water heater at 120 F. This temperature will help prevent accidental scalding and conserve energy.
- Don't leave children alone when using hot water in the sink and bathtub.
- Fill bathtubs with cold water first, then add hot water.
- Check the water temperature with a wrist or elbow.
- Mix the water to make sure there are no hot spots.



## Properly caring for your gas meter

It's important to have a licensed heating and plumbing professional check your natural gas appliances once a year. Here's a safety check for your meter you can do year round. To prevent corrosion and ensure the meter's shut-off valve is accessible to you, emergency responders and Enbridge Gas:

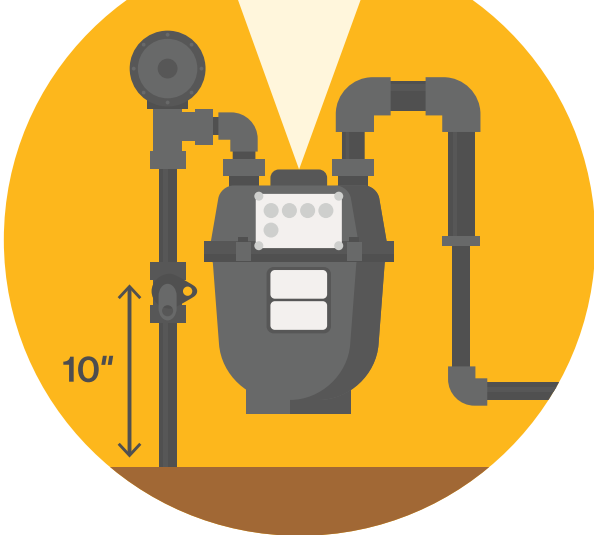
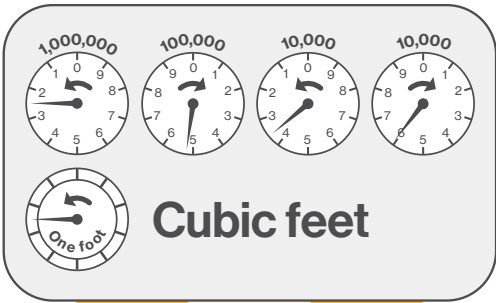


- Keep your meter clear of vegetation, fences, etc.
- Keep the dirt around your meter at least 10 inches below the shut-off valve.
- Don't leave bicycles, wheelbarrows or other metal objects leaning against meters.

Report meter damage or gas leaks immediately to Enbridge Gas by calling **800-767-1689**. Visit **enbridgegas.com** for more safety information.

## How to read your gas meter

To read your gas meter, use only the four larger dials (the smaller dials are used for testing purposes only). Starting on the left-hand side, write down the lowest number the hand of each dial has passed. For example, the dials shown here indicated 2, 5, 3 and 6. To determine the amount of gas you have used since the last time your meter was read, we subtract the previous month's meter reading from the current reading. If you suspect your meter is not recording gas usage accurately, please call us so we can check it for you.



For customer service please call **800-323-5517** Monday through Friday, 7 a.m. to 6 p.m.