

Tampering Prevention

Laclede Gas operates thousands of miles of underground gas distribution lines. Those lines usually come up to a home or business from the street and connect with the Laclede Gas meter. Laclede Gas maintains all of the lines up to and including the gas meter. Tampering with a natural gas meter for any reason is dangerous and can lead to a fire or explosion, risking the lives of innocent people. Meter tampering is a serious crime and can lead to fines or jail time. Energy thefts increase costs for all customers, the same way shoplifters force retailers to increase prices. Customers are also advised not to attempt to shut off or turn on natural gas service. A potentially dangerous situation can be avoided by contacting a qualified service technician.



SAFETY TIPS

- If the electricity is out, a natural gas furnace or boiler most likely won't work. Most furnaces rely on electricity for the unit's blower motor.
- Do not use any natural gas or alternative heating source that is not properly ventilated. They can pose a serious carbon monoxide hazard.
- Avoid potential scalding by setting the hot water heater at "normal" or "low." You'll save energy and money too!
- Use the smallest burner possible on your cook top. The flame should never exceed the pan's width.
- Dry a full load of laundry, but avoid overloading. It can waste gas and pose a hazard.
- Before you dig, call 1-800-DIG-RITE (344-7483), 811 (national one-call number), or visit www.mo1call.com.



Laclede Gas meets the natural gas service needs of more than 630,000 customers across Eastern Missouri. We are more than simply a natural gas provider. We are also committed to the safe operation of natural gas appliances in our customers' homes and businesses. We've developed the Safe & Sure program to help customers identify potential problems, while saving money and energy, to ensure that their families remain safe.



Safety First

It is important to know how to safely ignite appliances and determine the proper color of a natural gas flame. The flame should be a true blue with very little yellow or orange in the flame. A yellow or orange flame could indicate improper combustion or venting, call a qualified service technician.

REMEMBER THAT AN OVEN OR STOVE ARE FOR COOKING ONLY AND SHOULD NOT BE USED TO HEAT A HOME.

- Check appliance knobs regularly (worn knobs could mean that the gas is accidentally turned or left on).
- Check connections on natural gas appliances regularly (gas stoves, dryers and water heaters). All flexible pipe connectors should be inspected regularly and replaced if found to be in poor condition. They are prone to cracks over time.
- If you purchase a new appliance, do not reuse flexible pipe connectors; purchase new ones.
- Do not store toys/papers/clothing/flammable liquids near furnaces and water heaters.
- Do not hang anything (clothes, etc.) on natural gas service lines.

Your Nose Knows

HOW TO DETECT A GAS LEAK AND WHAT TO DO IF ONE IS SUSPECTED

If you smell an odor of natural gas, alert Laclede Gas immediately. Leave the building, warn others and move to a safe area. Don't turn any appliances on or off, leave light switches in the current position and do not use a cell phone. From another location, call Laclede.

Carbon Monoxide Safety

Carbon Monoxide (CO) is a colorless, odorless, tasteless and toxic gas that is called a "silent killer." It is produced by incomplete combustion of carbon-based fuels. Excessive exposure to CO gas can be serious or even fatal. Symptoms of CO exposure include nausea, vomiting, headache, dizziness, fatigue, eye irritation and upper respiratory irritation and wheezing.

Sources of CO exposure can include garages and wood burning fireplaces; or malfunctioning natural gas appliances like furnaces, boilers, water heaters or dryers.

Avoid Becoming a Victim

Know the dangers, poisoning symptom warning signs, and how you can prevent CO problems:

- Have your natural gas appliances inspected annually.
- Keep all natural gas appliances clean.
- Allow air to flow freely to natural gas appliances.
- Maintain proper vent draft in flues and chimneys, including regular checks for blockages or obstructions.
- Do not run a vehicle inside a closed garage.

CONTACT INFORMATION:

Laclede Gas Customer Relations:
(314) 621-6960,
toll free calls: 1-800-887-4173
www.lacledegas.com

To report an emergency or gas odor:
(314) 342-0800

