



Safety Tips

Pipelines are the safest most reliable and efficient manner of transporting natural gas and other petroleum products. Laclede takes many steps to ensure that the health, safety and security of the communities and the environment along our pipelines are maintained. For more information on how Laclede maintains its network, please e-mail customerservice@lacledegas.com. For more information on the pipeline industry, visit pipeline101.org.

Call before you dig (www.mo1call.com)

Don't accidentally break a gas line or other underground service while digging in your yard. Before you dig, call 1-800-DIG-RITE (1-800-344-7483) or 811 (national one-call number) or visit www.mo1call.com to have underground utilities located and marked free of charge.

Let us follow your nose

If you detect the odor of natural gas, which resembles rotten eggs, let us track it down. Don't turn on or off any electrical appliances, even light switches or cell phones. Warn others, leave the building immediately and, from another location, call us. If your pilot or burner flame is substantially higher than normal, this may be an indication of excessive pressure . . . call us.

Check your furnace and flue

See that your heating equipment and other natural gas-powered appliances are clean and in good working order, including having the appropriate connectors. Properly adjusted pilots, burners and clean filters pay off in both safety and savings. Also, clear chimneys, vents and flues. Leaves, birds, nests, fallen bricks or mortar can mean problems, including exposure to carbon monoxide (CO). If you find something you can't handle, call Laclede or a heating contractor of your choice.

Watch your hot water setting

A child's skin burns more easily than an adult's. If you turn up the thermostat on your water heater for any reason, remember to turn it down when you're finished, to avoid accidental scalding.

Let gas pipes be gas pipes

Gas pipes shouldn't be used as clothes-lines, free-form closets or grounds for electrical appliances. Also, if a gas appliance is disconnected, be sure the gas pipe is capped. If your gas meter is located inside, Laclede must be given access to perform periodic safety inspections.

Appliances and meters need space

Flammable material close to gas appliances and snow, ice and other debris around gas meter sets and gas appliance vents can create hazardous situations.

Guard against carbon monoxide

Properly working gas appliances are very safe. Your first line of defense against carbon monoxide (CO) is to have your furnace inspected annually, either by Laclede or a heating contractor of your choice. If you use a CO detector, make sure it is a UL-approved, alarm-sounding device. If your alarm sounds, call your local fire department.

To reach Laclede Gas in an emergency or for repair services, call 314-621-6960 (1-800-887-4173). If that number is busy and it is an emergency, call 314-342-0800.

www.lacledegas.com

Gas appliance service work is not subject to PSC regulation.