


WHAT TO DO IF YOU SMELL NATURAL GAS



If you suspect a natural gas leak or other gas emergency, evacuate the area immediately and call  **911** and  **844-WASHGAS (844.927.4427)** from a safe location.




WHAT DOES NATURAL GAS SMELL LIKE?

Natural gas is non-toxic, colorless, odorless and combustible. For your safety, we add an odorant called mercaptan to natural gas delivered through our distribution system. Mercaptan gives natural gas a strong, unpleasant odor so you will be able to detect escaping natural gas. Call  **202.624.6092** to receive our *Natural Gas Safety* brochure with a scratch-and-sniff sample of mercaptan. Government agencies, schools, businesses, property managers and others are welcome to request multiple copies of the brochure for public education and awareness purposes.

IF YOU SMELL NATURAL GAS

- If you smell natural gas, **do not attempt to locate the source of the odor**. Evacuate the premises **immediately** and call  **911** and our *Emergency Leak Line* at  **844-WASHGAS (844.927.4427)**, if **outside** of the local calling area.
- If the odor is very strong or you hear a blowing or hissing noise, vacate the building **immediately**, leaving doors unlocked as you go. Warn others as you exit. **Do nothing that could create an ignition source**. Do not light a match or use any type of phone or battery-powered equipment. Do not turn electrical equipment or light switches on or off. Do not start your car or any type of motorized equipment.

Call  **911** and the appropriate Washington Gas emergency numbers as instructed above only *after* you have reached a safe distance away from the building or area.

GAS MIGRATION

We distribute natural gas through a network of underground pipes and service lines. If a leak should occur, it is possible for gas to migrate into buildings, including those without natural gas service. Therefore, even if you smell gas in a building that does not receive gas services, follow the procedures noted above.

OTHER SIGNS OF NATURAL GAS

Because gas traveling through a small portion of our transmission pipeline is not odorized, visible and audible signs of a possible leak are also described below.

Follow the same precautions if you:

- Are outside and smell gas
- Hear hissing or blowing noises
- See dirt being thrown into the air
- See fire coming from the ground or appearing to burn aboveground
- See water bubbling or being blown into the air at a pond, creek or river
- See a dry spot in a moist field
- See dead or dying vegetation on or near a pipeline right-of-way


WINTER ESSENTIALS

Each year, Washington Gas helps customers prepare for the winter heating season. Customers can take simple steps to help them better manage energy costs while staying safe, warm and energy-smart when temperatures start to drop. Scan the QR code for tips and resources to help you through the heating season.



IMPORTANT WINTER SAFETY TIP:

Carbon monoxide (CO) is a colorless, odorless, toxic gas, created when fossil fuels are not burned completely. Symptoms of CO poisoning can include dizziness, fatigue,

nausea, vomiting, headaches, ringing in the ears, blurred vision, stinging eyes and fainting. If you suspect CO poisoning, leave the building **immediately** and  **911** from a safe location.

The U.S. Consumer Product Safety Commission (CPSC) recommends that you place CO detectors on each level of the home and outside sleeping areas. The CPSC also recommends installing smoke alarms on each level of your house outside sleeping areas, and inside each bedroom. For both types of detectors, check batteries every month and change them at least twice a year.



Our Walk-In Offices at our Washington, D.C. (Anacostia/National Press Building), Maryland (Frederick) and Virginia (Shenandoah) locations are open Monday - Friday 8 a.m. to 4 p.m.

HOW PIPELINES WORK

Washington Gas is part of a vast nationwide network of mostly underground pipelines that deliver natural gas. We operate a relatively small segment of DOT-regulated **transmission pipelines** – approximately 175 miles – and thousands of miles of **distribution pipelines**.

Typically, **transmission pipelines** carry natural gas at higher pressure from “gate stations,” where gas enters the distribution system, to “regulator stations,” where pressure is further reduced. Pipeline markers indicate the presence — but not the exact location or depth of — **transmission pipelines** in underground rights-of-way.

Markers identify the type of gas being transported; the name of the pipeline operator; and 24-hour, toll-free phone numbers to **call in an emergency or before digging or excavating**. Nearly one-half of Washington Gas’ **transmission pipelines** are in High Consequence Areas (HCAs), where the potential failure of a pipeline could have significant impact on people or property.

Distribution pipelines, like **transmission pipelines**, can have an impact on people and property if damaged by digging or excavating. The majority of underground **distribution pipelines** are **generally not marked aboveground**, so it is critical to call **Miss Utility at 811** to have the lines located *before* you begin any digging, gardening or excavating. This service is *free*.

Washington Gas policy prohibits building an enclosed structure over a natural gas line. If you have an enclosed structure over your gas line, or believe you do, please contact us at ☎ **844-WASHGAS** (844.927.4427). Additionally, it is very important to keep the area around your gas meter clear of all objects, including mulch, construction debris or other flammable materials that could create a fire hazard.



For more information, contact our *Damage Prevention Hotline* at ☎ **800.428.5364** with your questions and contact information. A Washington Gas representative will return your call.

ACCESS TO WASHINGTON GAS – OWNED EQUIPMENT

Our distribution network is routinely subject to maintenance and oversight both within the company and at the federal and state levels. The customer must provide access to the company-owned gas meter and piping during all reasonable hours for routine surveys and maintenance, and at all times for emergency purposes. If Washington Gas or one of its contractors attempts to complete work at your property and cannot gain access to the company-owned meter, gas pipes or other natural gas equipment, you may receive a **notice** on your door. To ensure continuing gas service, **please use the contact information provided** on the notice to arrange for access as soon as possible.



For more information about the provisions for access to company-owned equipment and the maintenance and monitoring of all pipelines on your property, please visit [washingtongas.com](https://www.washingtongas.com) ➔.

WAFF

A Washington Gas and
Salvation Army Partnership



WASHINGTON AREA FUEL FUND (WAFF)

Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) pays for all types of fuel for home heating. Washington Gas pays the administrative fees of the fund, so 100 percent of WAFF contributions go to those who need assistance.



All WAFF assistance is available annually between January 1 and May 31. For more information visit [WAFFHelp.org](https://www.WAFFHelp.org) ➔ to receive details on the location and phone number for the office in your area.

WASHINGTON GAS CARES – WE’RE HERE FOR YOU

At Washington Gas, we care about you and are committed to finding flexible, affordable solutions for those who need energy bill assistance. Washington Gas Cares is our flagship program that connects customers with proven energy assistance programs and a variety of flexible payment plans.



Don't hesitate to get in touch with us. For 175 years we have served the DMV and here to help our customers manage energy consumption. Visit us at [washingtongascares.com](https://www.washingtongascares.com) ➔.

THROUGH OUR WASHINGTON GAS CARES PROGRAM, WE CAN OFFER:

- ✓ Flexible repayment options
- ✓ Energy savings resources
- ✓ Payment assistance
- ✓ Budget Billing