

**Ameren Illinois**  
**1.800.755.5000**  
*AmerenIllinois.com*

**TTY Illinois Relay**  
**711**

**JULIE Underground**  
**Locating**  
**811**  
*Illinois1Call.com*



# Are you safe around NATURAL GAS?

It heats our homes, our water and our dinners, too. For many of us natural gas is an important part of daily life. When used properly, natural gas is a safe and efficient source of energy. However, natural gas can be hazardous, too — with risks ranging from carbon monoxide poisoning to fire and explosion. Your safety is important to us.



Please read this gas safety information and share it with your family. To learn more about energy safety, go to **Ameren.com/Safety**.

**CUSTOMER-OWNED GAS LINES** Ameren Illinois owns and maintains the natural gas pipelines that run to your gas meter. However, some customers also have buried gas piping to outdoor gas-burning appliances, such as a heater for a pool or detached garage, a permanently installed gas grill, or a natural gas light. You may also have buried piping if the gas fuel line from your meter goes underground before entering a basement or crawl space.

This piping belongs to the property owner. Ameren Illinois does not maintain it and JULIE does not locate it. If you have buried gas piping, have a qualified plumbing or heating professional inspect it periodically for leaks and make any necessary repairs.



## DON'T WAIT OR IT MIGHT BE TOO LATE!

Anytime you suspect a gas leak, call **1.800.755.5000** immediately. Don't assume someone else has already made the call. We will respond to emergencies at no cost to ensure your safety.

**EASEMENTS FOR UNDERGROUND LINES** Easements provide your utility company the access it needs to repair and maintain natural gas pipelines and electric lines that may be buried on or near your property. Adding a permanent structure on your property has the potential to infringe on utility easement rights. Before construction begins, ask your contractor to check for any utility easements affecting your property.



**SMELL GAS?**  
**ACT FAST!**

LEAVE THE AREA  
 IMMEDIATELY – THEN CALL US.  
 WE RESPOND AT NO COST

**24/7** TO ENSURE  
 EVERYONE'S  
 SAFETY.



## CALL OR CLICK BEFORE YOU DIG

With one quick call to **811** or click at [Illinois1Call.com](http://Illinois1Call.com), JULIE, the Illinois One-Call System, will make sure that all buried utility-owned lines are marked so you can dig safely. If you dig without calling, you could injure yourself or others or disrupt utility service to an entire neighborhood. You may even have to pay fines and repair costs. Whether you're planting a tree or setting a post, call or click at least 48 hours before any digging project. The service is free, and it's the law.



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

## PIPING, FITTINGS AND CONNECTIONS HAZARDS

Be on the lookout for potential safety hazards that could put you in danger and potentially cause a gas leak, fire or explosion. Inspect your piping, fittings and connections and be aware of the potential hazards noted below.

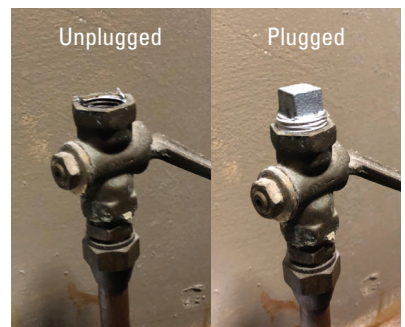
**Corrugated Stainless Steel Tubing (CSST)** – CSST is a flexible stainless steel pipe used to supply natural gas throughout a home or building and is often coated with yellow or black exterior plastic. **CSST must be properly bonded to reduce the risk of gas leaks or fire** should lightning strike nearby. A licensed electrician can determine if you have CSST and ensure it is properly bonded and grounded.

**Flared Gas Fittings** – Copper tubing has been used for natural gas service in homes for years, but over time it can weaken due to corrosion. Breaks or cracks usually occur at “flared” connections between natural gas appliances and house piping. These fittings should be periodically inspected and corrected if there are any visible signs of damage.

**Flexible Gas Connectors** – These are the shorter corrugated metal tubes that connect the moveable gas appliances to your home or building's gas supply line. Some older, uncoated brass versions have a serious flaw in how their tubing was joined to their end pieces and must be replaced by a qualified professional with a stainless steel connector as shown above.



**Unplugged Gas Lines** – If you have gas lines that are no longer in use, be sure to install a plug sized for the pipe above the valve. Turning off the valve is not enough because it could be accidentally bumped and release gas even if it's slightly opened.



**DON'T CREATE A FIRE HAZARD** To keep your home and family safe, never use or store flammable materials near a natural gas appliance or where they could be exposed to an open flame. For added protection, make sure the combustion door on your water heater (the metal covering that provides access to the flame) is in good condition.

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**EXCESS FLOW VALVES** are an additional safety feature designed to shut off the flow of natural gas in case a gas service line is significantly damaged. You can request to have an excess flow valve installed in the natural gas line that serves your home or small business. The cost generally ranges from \$800 to \$1500. The work typically takes no more than a day, but the restoration of the work site may take longer. Not every natural gas line can accommodate an excess flow valve. For additional information, please call Ameren Illinois and request to speak with Construction Services.

**PIPELINE SAFETY IS DAILY FOCUS**

Part of a vast national network, our pipeline system includes about 18,000 miles of pipeline and 12 underground gas storage fields. To keep our system safe, we monitor equipment around the clock and perform regular maintenance. If an incident or leak is detected or reported, we respond within the hour — any time of the day or night.

Most pipelines are buried underground. High-visibility markers identify the approximate location of major pipelines in the area and highlight the need for extra care. Visit the National Pipeline Mapping System at [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov) for more information about pipelines operating in your area.



**NATURAL DISASTERS**

From tornadoes to floods, natural disasters can lead to hidden hazards related to your utility service. If your home suffers structural damage from a disaster and you smell or hear the sound of escaping gas, immediately evacuate the premises and call Ameren Illinois. Do not turn lights on or off, operate any electrical devices, use a phone or light a match inside or near the building.

Do not attempt to relight any appliance or pilot lights. Ameren Illinois personnel will restore gas service when it is safe to do so.

In the case of flooding, if an electrical or natural gas appliance has been in contact with water, have a professional check it before you attempt to use it.

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**TOO HOT TO HANDLE** If you're not careful, everyday activities like cooking and bathing can lead to serious scalding burns. To protect your loved ones, lower your water heater temperature to 120° Fahrenheit (the "low" setting).

# SMELL? HEAR? SEE? CALL!



The most common sign of a natural gas leak is that unmistakable rotten egg smell. But a hissing or roaring sound or an unusual area of dead vegetation, blowing dirt, or bubbling water could also be signs of a gas leak.

If you smell, hear or see these indicators, leave the premises immediately, taking pets with you — and call Ameren Illinois to report the leak. On your way out of the building, don't use light switches, cell phones or any electrical device that could generate a spark.

## CARBON MONOXIDE: THE SILENT KILLER

Carbon monoxide (CO) is tasteless, odorless and colorless — anything but harmless.

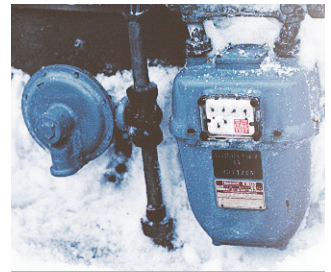
CO poisoning can occur when fossil fuels are burned without proper ventilation — and the results can be deadly. Potential sources of CO include vehicles, gas appliances, chimneys, charcoal grills and portable kerosene heaters.

If anyone in your home is feeling ill with flu-like symptoms and you suspect carbon monoxide poisoning, vacate the premises, get fresh air and call **911**.

To keep your home safe, install CO detectors (as required by state law) and have a qualified professional inspect your natural gas appliances regularly.

### What steps can I take to avoid CO in my home?

- Install carbon monoxide detectors.
- Before winter, have your heating system checked by a qualified professional.
- Make sure appliance vents and exhaust ducts are not blocked, are in good condition and are properly connected to exhaust the combustion gases outside.
- Use a mirror to make sure you chimney/flue is not blocked.
- Never operate a gas-powered engine in an enclosed space, such as a garage.
- Ensure ventless natural gas space heaters are equipped with an oxygen depletion sensor and have fresh air by placing near a cracked window.



## KEEP GAS METERS CLEAR

Trees, weeds, snow and other obstructions can lead to problems for your natural gas service. To operate properly, air needs to circulate freely around the equipment that brings natural gas into your home or business.

In the winter, if snow has accumulated on the meter, use a broom to gently sweep it off. Don't hit or shake the meter or use tools with sharp edges. Remove any icicles hanging above your meter too. Be sure to keep furnace and water heater vents clear of snow and ice too.

In the summer, don't plant bushes or trees near your meter, or let brush and weeds grow around it. These simple steps to keep the meter clear are important ways you can help us deliver natural gas safely and reliably.