

NATURAL GAS SAFETY

What You Need to Know

Ameren Missouri
1.800.552.7583
AmerenMissouri.com

Missouri One Call System
811 or 1.800.DIG.RITE
mo1call.com

Missouri Poison Control Center
1.800.222.1222
missouripoisoncenter.org

National Pipeline Mapping System
npms.phmsa.dot.gov

MO Safe Gas
mosafegas.com

KNOW THE RISKS When used properly, natural gas is a safe and efficient source of energy. But the risks involved with natural gas are real. It's important to understand those risks and know how to handle a gas leak and other hazards – and better yet, prevent them.



Your safety matters 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.

HOW TO RECOGNIZE A GAS LEAK

Natural gas is naturally colorless and odorless, but you can still use your senses to detect a gas leak. Here's how:

HEAR:

A high-pitched whistle or a hissing or roaring sound near a gas line or appliance could be a natural gas leak.

SMELL:

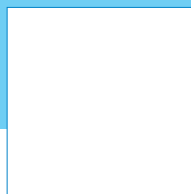
We add a harmless chemical to the gas in our system to give it a rotten egg smell. That stink can save a life by making it easy to sniff out a gas leak.



SEE:

If you spot an unusual area of dead vegetation near a pipeline, it could be a sign of a gas leak. Blowing dirt, ground fires, or continuously bubbling water may also indicate a gas leak.

If you suspect a gas leak, get out of the building immediately and call Ameren Missouri at **1.800.552.7583**. We respond to gas leak calls 24 hours a day, seven days a week – and we never charge for this service.



Scratch this box with your fingernail and sniff it . . . make sure you recognize the smell of a gas leak!

CARBON MONOXIDE CAN KILL



Every year, carbon monoxide (CO) poisoning kills hundreds of Americans and puts thousands more in the hospital.

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

As a first line of defense, install CO detectors within 15 feet of every room used for sleeping and test them monthly. As an added precaution, have a qualified professional inspect your natural gas appliances regularly.

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 the Missouri Poison Center at **1.800.222.1222**.

PIPELINE SAFETY & RELIABILITY

Every day, Ameren Missouri delivers natural gas to more than 130,000 customers. We are committed to operating safe, reliable pipelines and protecting the public and the environment from natural gas emergencies.

Our highly trained employees monitor our system around the clock and perform regular maintenance to ensure the safe delivery of natural gas. If an incident or leak is detected or reported, we respond immediately – any time of the day or night.

In accordance with federal regulations, Ameren Missouri has designated High Consequence Areas to identify locations where a pipeline release could have the most serious consequences. For these areas, we have developed additional hazard assessment and prevention programs, known as Integrity Management Programs.

For more information about large transmission pipelines operating in your area, visit the National Pipeline Mapping System online at npms.phmsa.dot.gov.

SMELL GAS? LEAVE FAST!

In the presence of natural gas, even the smallest spark can lead to a fire or explosion. That's why the first thing you should do when you suspect a gas leak is LEAVE.



If you smell a strong odor of gas or hear a hissing or leaking sound, leave the premises immediately, taking all people and pets with you. Go to another location to call Ameren Missouri to report the leak.

On your way out of the building, do not use or touch any device that could generate a spark or flame. That includes lights, telephones, appliances and garage door openers.

Remember, every minute counts! Never assume someone else has made the call.

CALL AMEREN MISSOURI AT 1.800.552.7583 TO REPORT GAS LEAKS.

TOO HOT TO HANDLE

Everyday activities like cooking and bathing can lead to serious scalding burns. Protect your loved ones by lowering your water heater temperature to 120-degrees Fahrenheit (the "low" setting).

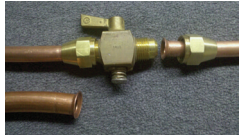


INSPECT NATURAL GAS EQUIPMENT IN YOUR HOME

Safety does not stop at the meter. A qualified plumbing or heating professional can determine whether your home's gas equipment is working properly and whether the following hazards exist:



Uncoated Brass Connectors. These flexible, corrugated metal tubes are used to connect natural gas appliances to gas supply piping. Some older connectors made of uncoated brass have a serious flaw that could lead to a gas leak, fire or explosion.



Copper Tubing with Flared Connections. Over time, corrosion can weaken copper tubing. The flared fittings used to connect gas appliances to house piping are particularly vulnerable to breaks.



Corrugated Stainless Steel Tubing (CSST). A flexible, plastic-covered pipe used for supply piping inside a building. If the CSST is not properly bonded and grounded, lightning can travel through it, causing a gas leak and possibly a fire.

To keep your home safe, have a qualified professional replace any copper or uncoated brass connectors with new plastic-coated brass or stainless steel connectors certified by the American Gas Association. If an inspection finds CSST in your home or business, have your contractor ensure that proper lightning protection is added.

If your home has gas lines you won't be using, turning off the valve to the unused line is not enough. If the valve is accidentally turned on, fire or explosion could result. Don't take chances – have a qualified plumber or heating professional cap or plug all unused lines. If you have a natural gas space heater, remember that it needs fresh air to operate safely and effectively.



CALL BEFORE YOU DIG

Underground utilities can be dangerous to anyone planning to dig. To avoid these hidden hazards, be sure to call the Missouri One Call System before you dig. Missouri One Call 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 **1.800.DIG.RITE** or **811** before any digging project. The service is free, and it's the law.

Note: Customer-owned, buried lines are not marked by the One Call System.

LEARN MORE ABOUT ENERGY SAFETY

Ameren.com/Safety

Each year, Ameren Missouri spends millions of dollars in order to provide safe and reliable gas service in Missouri. Including service lines, the company is responsible for nearly 5,000 miles of natural gas pipeline. Ameren Missouri uses an infrastructure system replacement surcharge, or ISRS, to fund part of this work—which includes maintaining and upgrading the system and relocating facilities affected by local, state and federal public improvement projects and safety requirements. The ISRS charge is typically smaller for residential customers; while larger users in other customer classes are charged a greater amount. The amount of the charge may be adjusted periodically after review by the Missouri Public Service Commission. The ISRS charge has been implemented in accordance with Sections 393.1009, 393.1012 and 393.1015 of the Revised Statutes of Missouri.



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 then call **911** and Ameren Missouri at **1.800.552.7583**.

Do not attempt to relight any appliance or pilot lights. Ameren Missouri 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.

STORE FLAMMABLES IN A SAFE PLACE

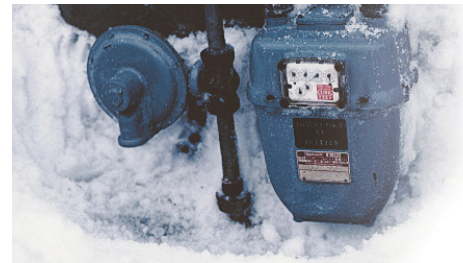
Common household products – from paper to paint thinner – can be dangerous if placed near an open flame or heat source. To prevent household fires, never use or store flammable products near a natural gas appliance or open flame. Also, be sure your water heater combustion door (the metal covering that provides access to the flame) is installed properly and in good condition.

CUSTOMER-OWNED BURIED GAS PIPING

Ameren Missouri owns and maintains the natural gas pipelines that run to your gas meter. However, some customers also have buried gas piping that runs from the meter to outdoor gas-burning appliances, such as a heater in 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, and Ameren Missouri does not maintain it. If you have buried gas piping, have a qualified professional inspect it periodically for leaks and corrosion if piping is metallic. Have any necessary repairs made if an unsafe condition is found.

When excavating near buried gas piping the piping should be located in advance and excavation done by hand. **Always call before you dig.**



DANGERS OF ABNORMAL SNOW AND ICE BUILD-UP

Above ground gas facilities such as meter sets, valves and regulators must be kept clear of snow and ice. Snow and ice build-up can cause excessive stress on facilities and block vents causing equipment malfunctions and limit access to emergency equipment. All exhaust and combustion air vents for gas appliances must also be kept clear of snow and ice for your gas equipment to operate properly.

ACCIDENTALLY HIT A GAS LINE

Excavation damage is the biggest threat to pipeline safety. It is the law to call Missouri One Call before you dig. If you hit a gas line while digging, **DO NOT** use anything that could generate a spark and **DO NOT** attempt to repair, shut down or backfill any damaged pipeline. Even if the hit gas line is not leaking, it is still very important to report scratches, nicks, gouges and locate broken wires immediately. Call Ameren Missouri at **1.800.552.7583**, call **911** and Missouri One Call to request a "hit ticket" for ALL hit gas lines.

EXCESS FLOW VALVES are an additional safety feature designed to shut off the flow of natural gas if the natural gas service line is significantly damaged. To learn more, visit Ameren.com/Safety.