

NATURAL GAS SAFETY

What You Need to Know

Ameren Illinois
1.800.755.5000
AmerenIllinois.com

TTY Illinois Relay 711

JULIE UNDERGROUND
LOCATING 811
Illinois1Call.com

Illinois Poison Control Center
1.800.222.1222
IllinoisPoisonCenter.org

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.



CALL OR CLICK BEFORE YOU DIG

With one quick call to 811 or click at 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.

SMELL GAS? LEAVE FAST!

THEN CALL US –
WE RESPOND
AT NO COST.

24/7

TO ENSURE
EVERYONE'S 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 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.

PLUG OPEN GAS LINES Have you recently moved into a home that has gas lines you won't be using? Or replaced a gas appliance with an electric one?

If so, turning off the valve to the unused gas line is not enough. If the appliance valve is turned on by mistake, fire or explosion could result. Don't take chances — have a qualified plumbing or heating professional cap or plug the line.

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.



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 for more information about pipelines operating in your area.

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.



GAS SPACE HEATERS NEED FRESH AIR

Ventless natural gas space heaters need fresh air to operate safely and effectively. Without it, they can deplete oxygen and produce dangerous levels of carbon monoxide in your home.

To avoid the risk of carbon monoxide poisoning, be sure the heater has enough fresh air and is equipped with an oxygen depletion sensor. Many manufacturers will recommend that you open a window an inch or two in the room where the heater is operating. Ventless natural gas heaters are to be used as a supplemental heat source only and should not be used in mobile homes.



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.

HOW TO RECOGNIZE A GAS LEAK

HEAR:

If you hear a hissing or a roar, it could be a natural gas leak.

SMELL:

Natural gas has a distinct smell similar to a "rotten egg" smell. We add that stink to our system to keep you safe, so please call if you smell a leak.



SEE:

If you see an unusual area of dead vegetation blowing dirt, or bubbling water, it could be a natural gas leak.

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

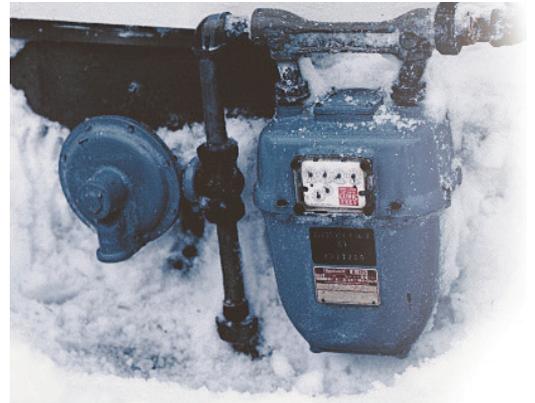
CARBON MONOXIDE: THE SILENT KILLER

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 the Illinois Poison Control Center at **1.800.222.1222**.

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



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.

INSPECT NATURAL GAS EQUIPMENT IN YOUR HOME

To keep your home safe, have all natural gas appliances, fittings, connections and interior piping inspected regularly by a qualified professional. Be on the lookout for these issues in particular:



Flared Gas Fittings – Over time, corrosion can weaken the flared fittings used to connect copper tubing to house piping and gas appliances. A break can lead to a gas leak, fire or explosion.



Corrugated Stainless Steel Tubing (CSST) – This flexible piping — used to install natural gas appliances — must be properly bonded and grounded. Otherwise, lightning can travel through it, causing a gas leak and possibly a fire.



Flexible Gas Connectors – These corrugated metal tubes connect gas appliances in your home to gas supply pipes. Some older flexible gas connectors made of uncoated brass have a serious flaw that could lead to a gas leak, fire or explosion.

Don't take chances! Have a qualified plumbing or heating professional replace any copper or uncoated brass connectors (or connectors that have been installed for 10 years or longer) immediately with new plastic-coated brass or stainless steel connectors certified by the American Gas Association. Also make sure any CSST has the proper lightning protection.

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).