

Ameren Illinois
1.800.755.5000
Ameren.com/Safety

TTY Illinois Relay
711
Itactty.org

JULIE
 Underground Locating
811
Illinois1Call.com



NATURAL GAS SAFETY

Know the hazards and share these tips to stay safe.

LOCAL SIXTH GRADER TAKES TOP PRIZE IN NATIONAL SAFETY CONTEST

Caroline, a sixth-grade student at Breese Elementary in Breese, Illinois, earned national recognition as the grand prize winner of the 811 Student Safety Challenge Poster Contest. She took part in the contest which invited fourth through sixth grade students across the country to create artwork to reinforce the importance of calling 811 before digging.

The national contest was sponsored by the Pipeline and Hazardous Materials Safety Administration and developed by the National Energy Foundation (NEF) to empower students to become safety ambassadors.

Ameren Illinois shares natural gas and electric safety information with students through its partnership with the NEF. The program offers age-appropriate safety education materials to help teachers incorporate this important topic into classrooms.

Caroline's winning poster shows how student engagement can help extend important safety messages from the classroom to families and communities. To view contest entries and winners visit 811contest.org.



SMELL GAS? LEAVE FAST!

If you notice a rotten egg odor or other signs of a natural gas leak, leave immediately, then call 911 and Ameren Illinois at 1.800.755.5000. We respond 24/7 at no charge.





CALL 811 BEFORE YOU DIG

Excavation damage is a leading cause of pipeline incidents. It's the law to call 811 before you dig so utility lines can be marked. Digging without calling can cause injury, service outages and costly repairs or fines. Call **811** or visit Illinois1Call.com at least 3 days before any project.

TOO HOT TO HANDLE

Everyday activities like cooking and bathing can lead to serious scalding burns. Protect your loved ones by setting your water heater to 120° Fahrenheit (low setting).

To help keep your family safe, never use or store flammable materials near a natural gas appliance, fireplace, wall heater, or other heat source. Common flammable items include gasoline, paint, hairspray, and cleaning products.



SAFETY AT HOME: INSTALL CO & NATURAL GAS DETECTORS

Carbon monoxide (CO) is a deadly, odorless gas that can come from vehicles, natural gas appliances and other burning materials without proper ventilation. Install CO detectors within 15 feet of sleeping areas and test them monthly. As an added precaution, have a qualified professional inspect your natural gas appliances regularly. A natural gas detector can also alert you to methane leaks.

If anyone has flu-like symptoms and CO poisoning is suspected, go outside immediately and **call 911** or the Illinois Poison Center at [1.800.222.1222](tel:18002221222).



PIPELINE SAFETY AND RELIABILITY

Ameren Illinois delivers natural gas to more than 800,000 customers every day. We are committed to operating safe, reliable pipelines and protecting the public and the environment. Our employees monitor the system around the clock, perform regular maintenance, and implement Integrity Management Programs to identify potential risks and apply additional safety measures.

Most pipelines are buried underground. High-visibility markers show the approximate location of major pipelines. Learn more about the National Pipeline Mapping System at npms.phmsa.dot.gov.



DANGERS OF ABNORMAL SNOW AND ICE BUILDUP

Snow and ice build-up around natural gas facilities such as meters, regulators, valves and piping can put excessive stress on components, cause equipment malfunctions and limit access to emergency equipment. If excessive snow has accumulated on the meter set, use a broom to

gently sweep it off. Don't hit or shake the meter set or use tools with sharp edges. Additionally, for your natural gas equipment to operate properly and to prevent the accumulation of carbon monoxide, all exhaust and combustion air vents for natural gas appliances must be kept clear of snow and ice.

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CUSTOMER-OWNED BURIED NATURAL GAS PIPING

Ameren Illinois owns and maintains the natural gas pipelines that run to your natural gas meter. However, some customers also have buried piping that runs from the meter to outdoor natural gas-burning appliances, such as a heater in a pool or detached garage, a permanently installed natural gas grill, or a natural gas light.

This piping belongs to the property owner. Ameren Illinois does not maintain it, and JULIE does not locate it. If you have buried natural gas piping, have a qualified professional inspect it periodically for leaks and corrosion.



CAN YOU BUILD IT?

Easements are right-of-way agreements that allow Ameren Illinois to legally access private property to inspect, repair and replace natural gas pipelines and electric lines that may be buried there. Easements and rights of way must be considered before building a permanent structure on your property, such as a deck or garage. Before construction begins, ask your contractor to check for any utility easements affecting your property.

FLOODING CAN CREATE ENERGY HAZARDS

Floodwater could shift your home or create other conditions that could cause a natural gas leak. If you detect the odor of natural gas, immediately leave your home or business and call Ameren Illinois. At the customer's request, Ameren Illinois will turn off electric and natural gas service when floodwater is rising. We will return to restore your service when it is safe to do so.



EXCESS FLOW VALVES: AN ESSENTIAL SAFETY FEATURE

Did you know? You can request to have an excess flow valve installed in the natural gas line that serves your home or small business. Excess flow valves are an additional safety feature designed to shut off the flow of natural gas if a service line is damaged. For additional information, contact Ameren Illinois Construction Services at **1.888.659.4540** or **IllinoisConstruction@ameren.com**.

Get lifesaving tips to stay safe around utilities at **Ameren.com/Safety**.



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 natural gas equipment is working properly and whether hazards exist. To keep your home safe, have a qualified professional replace outdated connectors as needed. Ensure they are certified by the American Gas Association.

If an inspection finds corrugated stainless-steel tubing in your home or business, have your contractor ensure that proper lightning protection is added. Additionally, have a qualified plumber or heating professional cap or plug all unused natural gas lines.

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

Copper Tubing With Flared Connections: Over time, corrosion can weaken copper tubing. The flared fittings used to connect natural 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 natural gas leak and possibly a fire.

Unplugged Natural Gas Lines: Ensure all fuel lines that are no longer in use are sealed with the appropriate size and type of plug or cap. Turning off the valve is not enough. If the valve is accidentally turned on, a fire or explosion could result.



DURATRAC GAS CONNECTOR RECALL ALERT

DuraTrac has recalled stainless-steel natural gas connectors sold May – November 2025. A defect could cause a natural gas leak and fire risk. Check for a yellow DuraTrac label and matching date codes. Replace the recalled connector immediately. For a refund, contact DuraTrac at **1.866.678.8214** or **customerservice@duratracinc.com**.