



**Ameren Missouri**  
**1.800.552.7583**  
[Ameren.com/NaturalGasSafety](http://Ameren.com/NaturalGasSafety)

Missouri 811  
**811 or 1.800.344.7483**  
[Missouri-811.org](http://Missouri-811.org)

Missouri Poison Center  
**1.800.222.1222**  
[MissouriPoisonCenter.org](http://MissouriPoisonCenter.org)

MO Safe Gas  
[MoSafeGas.com](http://MoSafeGas.com)

# NATURAL GAS SAFETY

What You Need To Know

**Your Safety Matters To Us**  
 Please read this natural gas safety information and share it with your family. To learn more about energy safety, go to [Ameren.com/Safety](http://Ameren.com/Safety).

## 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, natural gas appliances, chimneys, charcoal grills, and portable gas-powered 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 ill with flu-like symptoms and you suspect carbon monoxide poisoning, go outside, and **call 911**. Contact the Missouri Poison Center at 1.800.222.1222 for more information.

## KNOW THE RISKS

Natural gas is a safe, clean burning and efficient fuel used for heating homes and water, food preparation, manufacturing processes and even to generate electricity. However, unintended releases or leaks can be hazardous because natural gas is highly flammable and easily ignited by heat or sparks. It is also lighter than air and can migrate into enclosed spaces, where it can displace oxygen and cause asphyxiation.

## SMELL GAS? ACT 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 natural gas leak is LEAVE. Go upwind and call Ameren Missouri from another location to report the leak.

If you smell an odor of natural 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. This includes lights, telephones, appliances and garage door openers.

### Remember, every minute counts!

Never assume someone else has made the call. We respond to natural gas leak calls 24 hours a day, seven days a week – and we never charge for this service.

**CALL AMEREN MISSOURI AT 1.800.552.7583 TO REPORT NATURAL GAS LEAKS.**

## HOW TO RECOGNIZE A NATURAL GAS LEAK

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



**SMELL:** We add a harmless chemical called mercaptan to the natural 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 natural gas leak.

**HEAR:** High-pitched whistle or a hissing or roaring sound near a natural gas line or appliance could be a natural gas leak.

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

## 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 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 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:** If your home has natural gas lines that are no longer in use, turning off the valve is not enough. If the valve is accidentally turned on, fire or explosion could result.



## KNOW WHAT'S BELOW

Excavation damage is one of the leading factors for fatalities, injuries and property damage from pipeline incidents. It is the law to call Missouri 811 before you dig. Missouri 811 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 and 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, visit [Missouri-811.org](http://Missouri-811.org) or call 811 before any digging project.

*Note: Customer-owned, buried lines are not marked by Missouri 811.*

## PIPELINE SAFETY AND RELIABILITY

Every day, Ameren Missouri delivers natural gas to more than 135,000 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. 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.



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. For

more information about large transmission pipelines operating in your area, visit the National Pipeline Mapping System online at [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov).

## CUSTOMER-OWNED BURIED NATURAL GAS PIPING

Ameren Missouri 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. You may also have buried piping if the natural 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 natural 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 natural gas piping, the piping should be located in advance and excavation done by hand. Always call before you dig.

## CAN YOU BUILD IT?

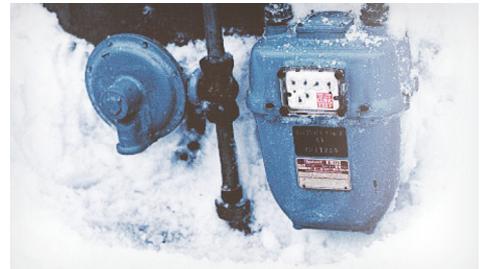
A pipeline right-of-way must not have obstructions of any structures that prevent access to the pipeline for routine maintenance or for an emergency. If a pipeline crosses your property, refrain from building, digging or planting anything that can impair access to the pipeline.

## ACCIDENTALLY HIT A NATURAL GAS LINE?

If you hit a natural gas line while digging, immediately stop activities, move to a safe location and call 911, Ameren Missouri at 1.800.552.7583, and Missouri 811 to report the excavation damage. DO NOT use anything that could generate a spark. DO NOT attempt to repair, shut down or backfill any damaged pipeline. Even if the pipeline does not appear to be leaking, it is still very important to report the damage immediately, including pipeline scratches, nicks and gouges, and broken locate wires.

## EXCESS FLOW VALVES

Excess Flow Valves (EFVs) are an additional safety feature designed to shut off the flow of natural gas if the natural gas service line is significantly damaged. You can request to have an EFV installed in the natural gas line that serves your home or small business. To learn more, visit [Ameren.com/NaturalGasSafety](http://Ameren.com/NaturalGasSafety).



## DANGERS OF ABNORMAL SNOW AND ICE BUILDUP

Snow and ice buildup around natural gas facilities such as meter sets, 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, in order 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.



## 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 escaping natural 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 natural 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.

## 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° Fahrenheit (the "low" setting).

## 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.

Each year, Ameren Missouri invests millions of dollars to provide safe and reliable natural 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.