

# Natural Gas Safety

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- Operate appliances according to their instructions & intended purpose (Don't use a range to heat a room, etc.)

## Our Commitment to Gas Safety

Like any other form of energy, natural gas must be maintained properly. At Fort Pierce Utilities Authority, safety is our number one priority, value and investment. Not only is our gas personnel on duty 24 hours a day, seven days a week, but we take ongoing proactive measures to maintain our solid safety record, as well as over-all industry integrity.

These include:

- Visual inspection programs
- Design & construction techniques
- Continual workforce training
- Industry safety practices & government oversight
- Pipeline markers & facility mapping
- Regularly testing emergency procedures & communications
- Public education programs
- Involvement with Dig Safe (See 8-1-1) & other government and public projects

## What you can do?

While natural gas leaks and related incidents are rare, there are basic steps you can take to help ensure your safety.

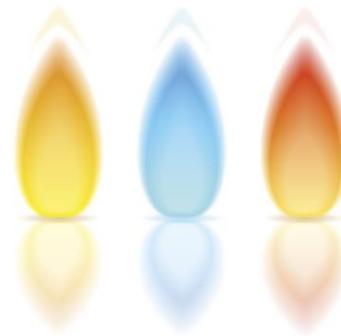
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## 8-1-1 Before You Dig

Call 8-1-1 before you dig and know what's below. Even the shallowest digging or excavating can damage underground utility lines, causing lost utility service, injuries or worse! Before you pick up a shovel, pick up a phone. We'll be on the mark within two to three business days—at no charge to you.

## Storm Survival

While reliable natural gas enables hot showers and home cooking—even when the power goes out—we can help ensure optimal post-storm safety. Call FPUA at 466-1600 and a trained technician will answer any questions or concerns you may have.



## How to sense danger

While natural gas is naturally odorless, a “rotten egg” odor is added so you and your family can easily detect even the smallest leak. Teach everyone in your home or business to recognize the “rotten egg” smell hissing sounds, or dirt blowing up from a hole are signs of a leak and take the following steps should someone suspect a leak:

1. Clear your home or business immediately.
2. Call your local FPUA office once safely outside  
(Or dial 9-1-1 if you sense an emergency).

### Do Not:

- Use a cell phone or telephone until securely outside the location.
- Smoke, light a match or do anything else that may cause a spark.
- Turn on or off any electric switches.
- Ring the doorbell or open any garage doors.

## Flammable Vapors & Appliances Are a Dangerous Mix

Both gasoline and kerosene produce vapors that can catch fire causing severe burns or property damage. Vapors cannot be seen. They are heavier than air and can move along the floor a good distance from the original source by way of air currents coming from other rooms. An active pilot light on an appliance can light these vapors causing a fire.

**DO NOT** use or store flammable products such as gasoline, solvents, or adhesives in the same room or area where a water heater or any other gas appliance is installed. Keep flammable products stored in approved containers with lids tightly closed, and keep them away from children and appliances.

Keep paper, curtains, paints, solvents, etc. away from gas appliances. They can be a fire hazard.

## CUSTOMER CARE PROTECTION SERVICE PLAN

FPUA's worry-free 24-hour **CUSTOMER CARE PROTECTION SERVICE PLAN** provides peace of mind at affordable prices and they're convenient, too.

Be prepared for unexpected problems with your home and natural gas appliances – and save. With our *Customer Care Protection Service Plan*, you can rest assured that a trusted FPUA technician will fix your natural gas system at no cost to you for covered parts and labor. You avoid the stress and inconvenience of being without hot water or cooking appliances, while eliminating repair bills that can cost hundreds of dollars. Call 466-1600 to find out more.

## Appliance Connector Safety

Gas appliance connectors should be inspected regularly, and replaced as needed. Connectors should always be replaced whenever an appliance is removed from its location or replaced.

# Fort Pierce Utilities Natural Gas Public Awareness Program

The Pipeline Safety Improvement Act of 2002 requires pipeline operators to develop and implement a public awareness program. At Fort Pierce Utilities Authority (FPUA), our goal is to continue to provide safe, reliable natural gas service to our customers and ensure the safety of those who live and/or work near our natural gas pipelines.

## What is Natural Gas?

Natural gas is a mixture of hydrocarbon gases, primarily methane (CH<sub>4</sub>), naturally occurring in rock formations deep below the earth's surface. The natural gas is withdrawn and transported to homes and businesses through an underground system of pipes.

## Natural Gas Safety Precautions

Natural gas is colorless, odorless, lighter than air, and nontoxic. Breathing natural gas is not harmful as long as there is an adequate supply of fresh air to breath along with it. Natural gas by itself will not burn, but with the proper mixture of gas and air combined with an ignition source, combustion can occur.

## Why Be Concerned About Carbon Monoxide?

Carbon Monoxide (CO) is an odorless, tasteless, invisible gas that can be formed when fuels like charcoal, coal, gasoline, kerosene, natural gas, propane, or wood are burned with a insufficient supply of air. A natural gas appliance could produce carbon monoxide if:

- Boxes, laundry, or other materials are blocking the base, restricting air flow.
- The vent hood, pipes, or flues are blocked or corroded.
- The unit is installed or adjusted improperly.
- It's used incorrectly (i.e., heating a room with a gas stove or using a gas or charcoal grill indoors).
- The heat exchanger is cracked.

Natural gas appliances should be inspected every year for proper operations.

All natural gas appliances come with a manual. Always read the manual for proper installation, cautions, and warnings or have your service technician review it with you.

## What Is Carbon Monoxide Poisoning?

The early effects of Carbon Monoxide poisoning mimic the flu, so watch out for these warning signs:

- Headache
- Nausea or vomiting
- Dizziness and disorientation
- Muscle weakness or fatigue

If the flu-like symptoms are NOT accompanied by fever, or if everyone in the family is ill, or if the symptoms disappear when you leave the house, you may have a CO problem. If CO symptoms are present, leave the building immediately and call FPUA at **466-1600, extension 3900**, and we will send a trained technician to test for CO. **Prevention** is the only way to deal with carbon monoxide, and the best prevention is regular inspection by a trained service technician.

## How does FPUA respond to emergencies?

You can reach FPUA Natural Gas at 772.466.1600 any time of day, every day of the year.

- FPUA will coordinate our response with local emergency responders to ensure public safety.
- FPUA will actively communicate the situation to the public as needed through our media partners and via other communication channels, including going door-to-door and calling homes and businesses in the area.
- Corrective action will be taken immediately or scheduled to ensure and maintain the safety, integrity and reliability of our natural gas pipeline facilities.

## Protecting Your Gas Meter

Natural gas meters are located above ground. Because of this, meter piping is susceptible to dangers that buried piping may not be. Listed below are suggestions to better protect your meter loop:

- Keep any above ground piping painted.
- Avoid planting landscape close to your meter loop. Roots can damage the coating on underground pipe. It can also restrict personnel from reading the meter and performing routine maintenance.
- Avoid putting stress on your meter loop or attaching any metallic material to your meter loop because this can cause interference with cathodic protections.

## Our Service Territory

FPUA has over 161 miles of gas main and over 88 miles of gas service lines servicing Fort Pierce, except for Hutchinson Island, and also parts of Saint Lucie County. For a map of FPUA's service territory, visit [www.FPUA.com](http://www.FPUA.com).

