



The Gas Company

A Sempra Energy utility[®]

GasCompanyNews

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Learn what to do in case of a gas leak

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Before you dig in, make this call

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Take comfort in safety with gas appliances

Natural gas appliances add to the comforts of home in so many ways. When such comforts become routine, however, it can be easy to forget the importance of using gas appliances with care. Proper installation, maintenance and operation of gas appliances are key to your safety. Here are some basics to keep in mind:

- Know the warning signs of carbon monoxide, including: **(1)** a yellow, large, unsteady burner flame in an appliance (except for decorative gas logs); **(2)** an unusual pungent odor when the appliance is running; and **(3)** unexplained nausea, drowsiness and flu-like symptoms in household members.
- Vacuum around burner compartments to clear dust and lint.
- When replacing a furnace filter, close the front panel door so it fits snugly.
- Never store anything in, on or near a gas appliance that could obstruct airflow or catch fire.
- Make sure the furnace, dryer or other gas appliance vents properly – no soot around the appliance and no moisture on the inside of windows when the appliance is on.
- Have all repairs done by a qualified, licensed heating or plumbing contractor.

For more safety tips, visit www.socalgas.com/safety or call us at **1-800-427-2200**.

"We're committed to your safety, and are happy to perform gas appliance safety checks."

*- Robin D.,
Customer Service*

Learn how to spot *and respond to a gas leak*

Because we're committed to safety, natural gas pipeline leaks are rare. Yet leaks can result from damage caused by careless excavation, hidden corrosion, or natural disasters. In an emergency, you may even need to shut off your gas service. For safety, keep the following points in mind.

Before an emergency occurs, be prepared. Know exactly where your gas meter is located. It could be beside, under or in a cabinet attached to your house. Also, keep a 12-inch or larger adjustable wrench with your emergency preparedness supplies or next to the meter's shut-off valve.

Recognize the signs of a gas leak. You'll probably smell the distinctive odor we add to natural gas, or hear the hissing, whistling or roaring sound of escaping gas. You also may see a damaged connection to a gas appliance, or notice a fire, an explosion or dying vegetation near a pipeline.

If you suspect a natural gas leak: Stay calm. *Don't* light a match, candle or cigarette, and *don't* turn electrical devices – not even light switches – on or off. Immediately go to a safe location away from the gas leak and call The Gas CompanySM at **1-800-427-2200** or your local fire department.

Don't turn off your gas meter unless you smell or hear natural gas escaping. If so, use your adjustable wrench to turn the shut-off valve one quarter of a turn in either direction, until the valve is crosswise to the pipe. You'll find additional emergency gas shut-off instructions in the "Survival Guide" section of most telephone directory white pages and online at www.socalgas.com/safety.



A first-aid kit is one of the items you should always keep on hand in case of an emergency.

What's in your EMERGENCY KIT?

You may not get a warning about the next earthquake, fire or other disaster, but you can take steps to be prepared. You can start by making an emergency kit. Pack enough supplies to keep your family safe and comfortable for at least 72 hours in case a major disaster delays the arrival of public safety workers. Be sure to include:

- First-aid kit with handbook.
- Essential medications and extra eyeglasses.
- Bottled water (1 gallon per person per day).
- Packaged, dried or canned food and any special dietary items.
- Manual can opener.
- Blankets or sleeping bags.
- Extra set of house and car keys.
- Fire extinguisher (A-B-C type).
- Cash.
- Portable radio, flashlight and fresh batteries.
- Special provisions for babies, the elderly, disabled family members and pets.

For more information visit www.socalgas.com/safety or www.redcross.org/services/disaster.



If you smell the distinctive odor of natural gas, it may be a sign of a gas leak.

THREE REASONS to make this call before digging

Here are three good reasons why you should call **Underground Service Alert (USA), 1-800-227-2600**, at least two full workdays before digging in your yard:

- 1. YOUR SAFETY.** Gas lines may be buried just inches below the surface of your yard. USA will contact The Gas Company so we can mark the location of our underground pipelines. By knowing in advance where utility-owned lines are, you or your contractor can avoid possible injury.
- 2. YOUR TIME AND MONEY.** Whether you're digging to build a pool, remodel your house, plant a tree, or replace a fence, hitting a gas line can disrupt your gas service, delay your project and result in costly repairs.
- 3. IT'S FREE.** The call is toll free and there's no charge for the service. For more information, visit www.digalert.com.

Thanks for letting us serve you

A recent J.D. Power and Associates study* showed Southern California Gas Company ranked "Highest in Customer Satisfaction with Residential Natural Gas Service in the Western U.S., Three Years in a Row." Thanks for letting us serve you.



*J.D. Power and Associates 2004-2006 Gas Utility Residential Customer Satisfaction Study™. 2006 study based on responses from 12,369 residential natural gas customers, who were surveyed April-June 2006. In the Western U.S., nine utilities were ranked in the study. www.jdpower.com.

Please securely confine your DOG

Even friendly dogs can get aggressive about protecting their owners and their turf. That's why it's important to securely confine your dog in an area that safely separates your pet from The Gas Company employee on meter reading days and during service calls to your home. Doing so helps avoid employee dog bite injuries and helps us provide you with exceptional customer service.

To play it safe, please:

- Mark your meter reading date on your calendar, then provide us with a safe path to the gas meter by confining your dog behind a locked fence, or locked in the house or garage. You'll find meter reading dates printed near the top of your gas bill. To request an annual meter reading schedule, call **1-800-427-2200**.
- Always securely confine your dog away from the gas meter, the appliances to be serviced or other work area before we arrive. A tied, leashed, or chained dog does not provide our employee with a safe work environment and may result in your service call being rescheduled.
- If you add a dog to your residence, please contact us at the phone number above so we can update our records.



Even friendly dogs can turn aggressive to protect their owner and their turf. Please securely confine your dog when our employees are working at your home.



A Sempra Energy utility®

Glad to be of service.®

1-800-427-2200

TDD: 1-800-252-0259

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its customers.

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www.socalgas.com.

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Noticias de The Gas Company

Valiosa información de sus amigos de The Gas CompanySM

Aprenda a detectar y a responder a fugas de gas

Porque estamos comprometidos con la seguridad, las fugas en los ductos de gas natural son poco comunes. No obstante, las fugas pueden ser el resultado de daños ocasionados por desastres naturales, negligencia en excavaciones o corrosión oculta. En caso de una emergencia, es posible que incluso necesite cerrar su válvula de gas. Por seguridad, tenga presentes los siguientes puntos:

Antes de que se presente una emergencia, esté preparado. Sepa exactamente dónde se ubica el medidor de gas. Podría estar enterrado, dentro de un gabinete, o al lado o debajo de su casa. Tenga también una llave inglesa ajustable de 12" o más grande con sus suministros de emergencia, o al lado de la válvula de gas.

Reconozca las señales de una fuga de gas. Probablemente percibirá el olor distintivo que añadimos al gas natural, o escuchará un sonido sibilante o rugiente del gas escapando. Quizá también vea que la conexión a un aparato de gas está dañada, se dé cuenta de un incendio, una explosión o que se está

muriendo la vegetación cerca de un gasoducto.

Si sospecha que hay una fuga de gas natural: mantenga la calma. **No** encienda cerillos, velas ni cigarrillos, ni tampoco encienda o apague artefactos eléctricos – ni siquiera un interruptor de luz. Diríjase inmediatamente a un lugar seguro lejos de la fuga de gas y llame a The Gas Company al **1-800-342-4545** o al Departamento de Bomberos de su localidad.

No cierre su medidor de gas, a menos que huelo o escuche que el gas se está escapando. En ese caso, use una llave inglesa ajustable para cerrar la válvula un cuarto de vuelta en cualquier dirección, hasta que ésta se encuentre transversal a la tubería. Encontrará más instrucciones para cerrar la válvula de gas en caso de emergencia en la "Guía de supervivencia" de la sección blanca que se encuentra en la mayoría de los directorios telefónicos y en línea en www.socalgas.com/sp/safety.

Si percibe el olor distintivo del gas natural, puede ser una señal de que hay una fuga de gas.

TRES RAZONES para hacer esta llamada antes de excavar

He aquí tres buenas razones por las cuales debe llamar al servicio de localización **Underground Service Alert (USA), 1-800-227-2600**, cuando menos dos días hábiles completos antes de hacer una excavación en su jardín:

1. SU SEGURIDAD. Las tuberías de gas podrían estar enterradas a unas cuantas pulgadas debajo de la superficie de su patio. USA se pondrá en contacto con The Gas Company, para que podamos marcar la localización de nuestras líneas subterráneas de gas. Si sabe con anticipación donde se encuentran las

líneas propiedad de las empresas de servicios públicos, usted o su contratista pueden evitar posibles lesiones.

2. SU TIEMPO Y DINERO. Ya sea que vaya a hacer una excavación para construir una piscina, para remodelar su casa, plantar un árbol o cambiar una cerca, golpear un gasoducto puede interrumpir su servicio de gas, retrasar su proyecto y resultar en costosas reparaciones.

3. ES GRATUITO. La llamada es sin costo y no hay cargo alguno por este servicio. Para más información, visite www.digalert.com.

Por favor encierre a su PERRO en un lugar seguro

Incluso los perros amistosos pueden volverse agresivos para proteger a sus amos y su territorio, así que por favor encierre a su perro en un lugar seguro los días de lectura de medidor y durante las visitas de servicio en su casa. Encontrará las fechas de lectura de su medidor impresas cerca de la parte superior de su factura de gas. Por favor marque esa fecha en su calendario. Ese día, antes de que llegemos, proporciónenos una vía segura hacia el medidor de gas. Siempre encierre a su perro en un lugar seguro que lo mantenga alejado de su medidor de gas, los aparatos que recibirán servicio u otra área de trabajo. Un lugar seguro incluye un espacio con reja, o encerrarlo dentro de la casa o el garaje.

Un perro amarrado, encadenado o con correa en el área de trabajo no proporciona un entorno de trabajo seguro para nuestro empleado. Si nuestro empleado determina que no puede llevar a cabo sus labores con seguridad por haber un perro sin encerrar, quizás tengamos que reprogramar su visita de servicio para cuando pueda encerrar a su perro en un lugar seguro. Para solicitar una visita de lectura de medidor anual o si tiene perro nuevo en su casa, por favor llame al **1-800-342-4545** para hacérselo saber y poder actualizar su expediente para la seguridad de nuestros empleados.



1-800-342-4545

TDD: 1-800-252-0259

Publicamos *Gas Company News* cada dos meses. Esta información, y más, está disponible en www.socalgas.com/sp.