



# SAFETY TIPS FOR YOUR HOME

Part of our commitment to safety means making sure our customers have the knowledge and tools to keep safe. The following information will help you better understand pipeline safety and the services we offer at no additional cost to you.

## RECOGNIZE & RESPOND TO A GAS LEAK

### LOOK

If you see a damaged connection to a natural gas appliance, dirt/water blowing into the air, dead or dying vegetation, fire or an explosion near a pipeline.

### LISTEN

If you hear unusual sounds like hissing or whistling.

### SMELL

If you smell the distinctive odor\* of natural gas.

\* Some persons may not be able to smell the odor because they have a diminished sense of smell, olfactory fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it), a temporary loss of smell due to COVID-19, or because the odor is being masked or hidden by other odors that are present, such as cooking, damp, musty or chemical odors. In addition, certain pipeline and soil conditions can cause odor fade (the loss of odorant so that it is not detectable by smell).

## IF YOU SMELL GAS OR SUSPECT A LEAK:

- IMMEDIATELY EVACUATE THE AREA.
- **CALL 911** promptly, from a safe location, if there is damage resulting in a natural gas leak that may endanger life, cause bodily harm or property damage.
- **CALL SOCALGAS** at 1-800-427-2200 from a safe location.
- **DO NOT** smoke or light a match, candle or create any other flame.
- **DO NOT** turn electrical devices or light switches on or off, or use any device that could cause a spark.
- **DO NOT** attempt to control the leak or repair a damaged pipe or meter. Natural gas leaking from a plastic pipe can create static electricity that can ignite the natural gas.
- **REPORT** any pipe damage by calling SoCalGas immediately at 1-800-427-2200. No damage is too small to report.

## APPLIANCE INSPECTIONS & ADJUSTMENTS

In order to keep your natural gas appliances operating safely and efficiently, it's important to perform regular maintenance and repairs. For more information, visit [socalgas.com/BeSafe](https://socalgas.com/BeSafe). You can request that SoCalGas come to your home to inspect and adjust your natural gas appliances for proper operation; these services are provided at no additional charge to you.

## ADDITIONAL SAFETY TIPS

Please visit us at [socalgas.com/BeSafe](https://socalgas.com/BeSafe) for additional safety information on:

- Emergency preparedness
- Carbon monoxide prevention and detection
- How to shut off your natural gas meter
- Earthquake valves
- Fumigation safety
- Pipeline safety and Underground Service Alert's "Call Before You Dig" program

If you prefer, please call the phone numbers listed below. Spanish-speaking representatives and interpreter services are available.

For assistance in English, please call	<b>1-800-427-2200</b> (ENGLISH)
Para asistencia en español, llame al	<b>1-800-342-4545</b> (SPANISH)
欲知詳情，請洽免費國語專線:	<b>1-800-427-1429</b> (MANDARIN)
欲知詳情，請洽免費粵語專線:	<b>1-800-427-1420</b> (CANTONESE)
더 자세한 안내를 받으시려면 다음 한국어 전화로 문의해 주십시오:	<b>1-800-427-0471</b> (KOREAN)
Để biết thêm chi tiết bằng tiếng Việt, xin gọi:	<b>1-800-427-0478</b> (VIETNAMESE)
TDD/TTY (for the speech and hearing impaired)	<b>1-800-252-0259</b>
For other languages	<b>1-888-427-1345</b>

## BILLING DISPUTES

Sub-metered consumers who dispute the charges on their bill or the accuracy of the sub-meter should first contact their landlord or authorized billing agent. If meter accuracy disputes cannot be resolved, the sub-metered consumers should contact their county's Department of Weights and Measures.



    [socalgas.com/BeSafe](https://socalgas.com/BeSafe)

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