



## **CUSTOMER NOTICE**

### **COVID**

The highest priority for Mountaineer Gas Company (Mountaineer) is the safety of its customers. Natural gas has no odor. Mountaineer adds an odorant to its gas supply as a way to detect a natural gas leak.

**Losing your sense of smell is among the very first signs of COVID, and nearly everyone who has COVID has some degree of loss of smell.**

**Indoors, smelling the odor is a key way of suspecting a natural gas leak. The smell is similar to that of rotten eggs.**

Natural gas detection monitors are available at minimal cost. Basic Carbon Monoxide detectors **DO NOT** recognize natural gas leaks.

Natural gas detectors are available from various outlets. If buying a combination gas detector, assure that it will detect both natural gas and carbon monoxide.

### **Typical Natural Gas Detector:**

*Assure you follow manufacturer's instructions for installation*



**1-800-834-2070**

**[www.mountaineergasonline.com](http://www.mountaineergasonline.com)**

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### **HOW TO RECOGNIZE A NATURAL GAS LEAK:**

- Smell of gas or petroleum odor. To help detect a natural gas leak, a chemical is added to the gas to make it smell similar to rotten eggs.
- Listen for a roaring, blowing, or hissing sound.
- Look for dirt or dust blowing in the air, bubbling water or mud, fire coming from or hovering above the ground, or dying vegetation in a normally green area.

### **WHAT TO DO IF YOU SUSPECT A LEAK:**

- Do not operate any electric devices, including telephones, light switches or electric garage doors.
- Leave the area immediately, and go to a safe location
- Call Mountaineer Gas at 1-800-834-2070 or call 911.