

# ATTENTION PROPERTY OWNERS AND CUSTOMERS

## Please read this important information about natural gas safety in severe winter weather conditions



Keep natural gas meters, regulators and associated piping from being covered with snow and ice to prevent the following safety hazards:

- Natural gas appliance fresh air intake and exhaust vents can become restricted or blocked, causing incomplete combustion and carbon monoxide (CO) poisoning.
- Moisture can prevent natural gas pressure regulators, relief valve vents and other safety equipment from operating properly.
- If natural gas meter and regulator vents are covered with snow and not properly vented, natural gas can accumulate and migrate into nearby buildings.
- Protect natural gas meters, regulators and piping from impact damage from large falling icicles, and when removing snow and ice from rooftops.

Please use a broom, not a shovel, to carefully remove snow from natural gas meters, regulators and associated piping. If your natural gas appliances are not operating properly, please call Mountaineer Gas Company at 1-800-834-2070.

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- Pipelines are reliable means of transporting natural gas to our customers.
- Natural gas is flammable and can be explosive if mixed with air near an ignition source. It will displace oxygen in an enclosed space.
- Improper operation of natural gas appliances can cause carbon monoxide poisoning, so have yours inspected by a qualified technician. Consider installing a carbon monoxide detector.
- To prevent pipeline damage:
  - Always call 811 at least 2 business days before digging so that the underground utilities can be marked. Report any damage by calling 811.
- Natural gas leaks can be recognized by:
  - the smell of rotten eggs
  - a roaring or hissing sound
  - dirt blowing into the air
  - bubbles in water or mud
  - dead vegetation in a normally green area
- If you suspect a leak, leave the area and call 911 or Mountaineer Gas Company at 1-800-834-2070.
  - For more information, visit our website:
    - [mountaineergasonline.com](http://mountaineergasonline.com)

