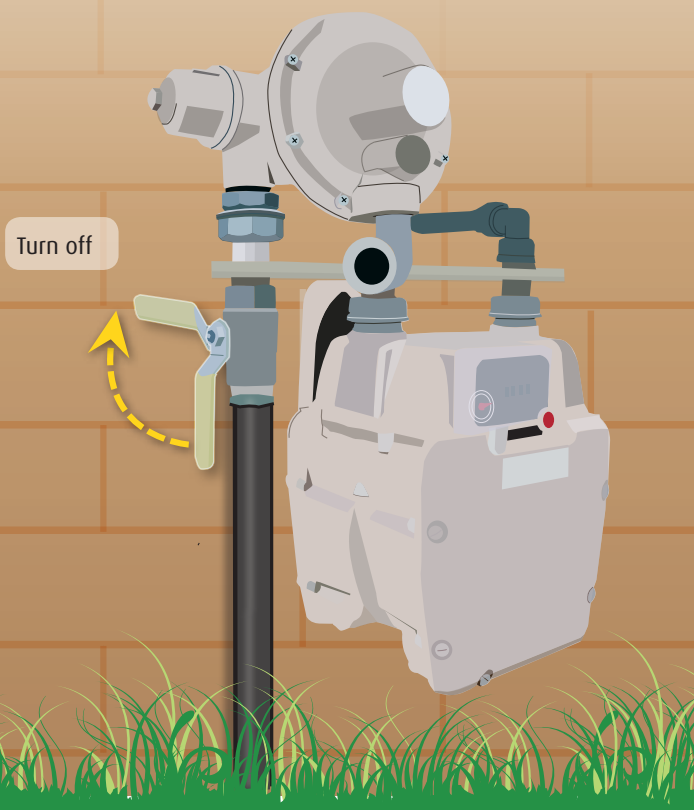


What to do if you smell gas

Natural gas has no odour. To help you detect the presence of gas, a strong odourant that smells like rotten eggs is added.

If you smell gas:

- 1 ensure gas appliances are turned off
- 2 open windows and doors
- 3 remove sources of ignition
- 4 leave the premises and turn off the main gas tap at the meter by turning the yellow valve lever so it runs at right angle to the pipe – see illustration
- 5 call ActewAGL's 24-hour gas emergencies and faults line on 13 19 09.



More information

For more information about natural gas or electrical safety visit actewagl.com.au/safety

Customer enquiries

13 18 86 – natural gas

13 14 93 – electricity, water, sewerage

Emergencies and faults – 24 hours

13 19 09 – natural gas

13 10 93 – electricity and electric shock reports

13 11 93 – water, sewerage and stormwater

Language assistance

13 14 50 – 24 hours

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebatte li pomoć tumača? Nazovite niže navedeni broj.

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

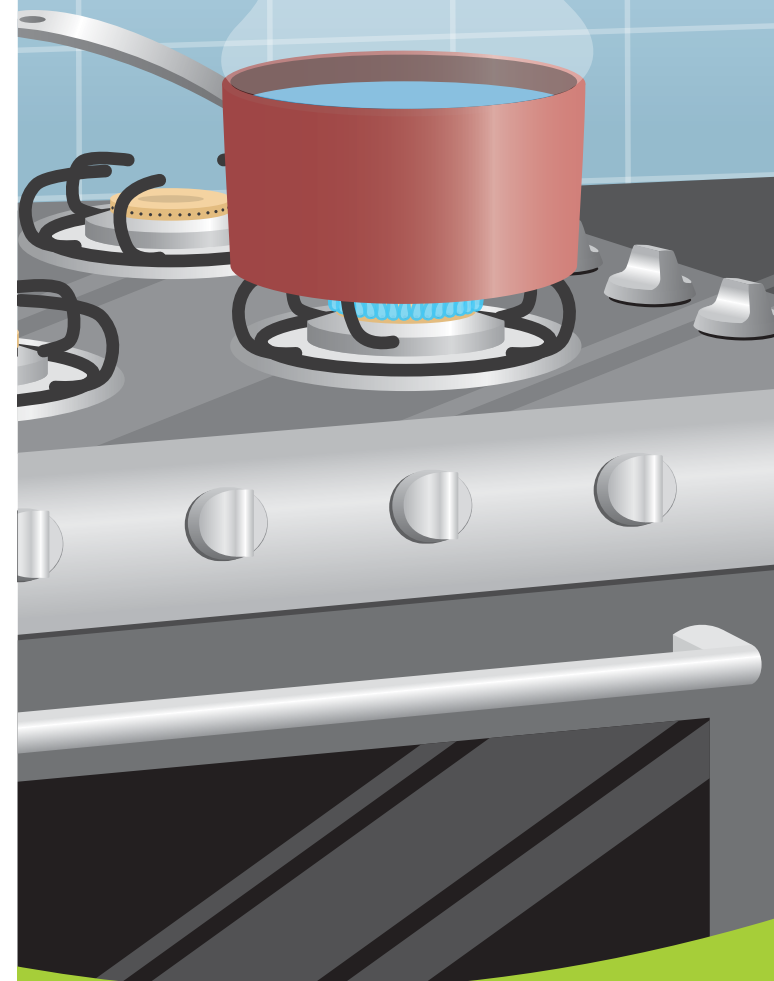
Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.



ActewAGL Distribution ABN 76 670 568 688 a partnership of ACTEW Distribution Limited ABN 83 073 025 224 and Jemena Networks (ACT) Pty Ltd ABN 24 008 552 663

Natural gas safety tips



A safety message from  **ActewAGL**
Always.

How to choose, install and maintain natural gas appliances

1. Choosing appliances

When buying gas appliances, ensure they are approved by an Australian certifier, such as the Australian Gas Association (AGA) and look for built-in safety features such as:

- anti-tilt switches
- automatic ignition systems
- a flame failure device to cut off the natural gas if the flame is accidentally extinguished
- adjustable temperature control to reduce the chance of scalding.

2. Installing appliances

Only use licensed gas fitters for installation. They should be accredited under the Australian Standard AS5601-2004; Gas installation and must install appliances in accordance with gas safety legislation.

3. Maintaining appliances

Natural gas appliances, such as hot water systems or heaters, should be checked and maintained annually by a licensed person in accordance with the manufacturer's guidelines. Always ask for a written report of the work undertaken.

You should also:

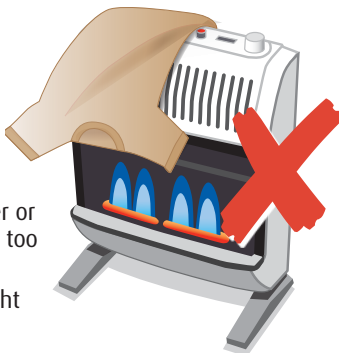
- check appliances regularly for evidence of discolouration or soot deposits
- ensure there is ventilation around appliances and that flue pipes are not restricted.

For more gas appliance safety information contact ACT Planning and Land Authority (ACTPLA) or a licensed gas fitter.

Use natural gas heaters safely

Never

- ✗ dry clothes, or leave paper or flammable material on or too close to heaters
- ✗ leave a heater on overnight or when no one is home.



Unflued gas heaters require permanent ventilation. Ensure a door or window is open so fresh air can circulate.

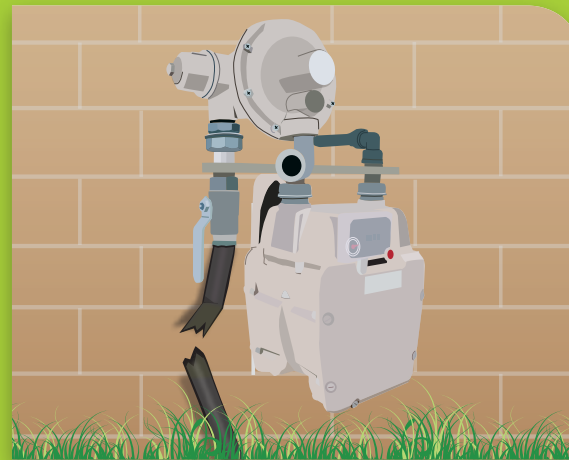
In an emergency

In the event of an emergency, such as a gas leak or bushfire, turn off the natural gas supply at the meter – see over.

Damage to gas meters or pipes

Damage to gas meters and underground pipes can create dangerous safety hazards and disrupt the gas supply.

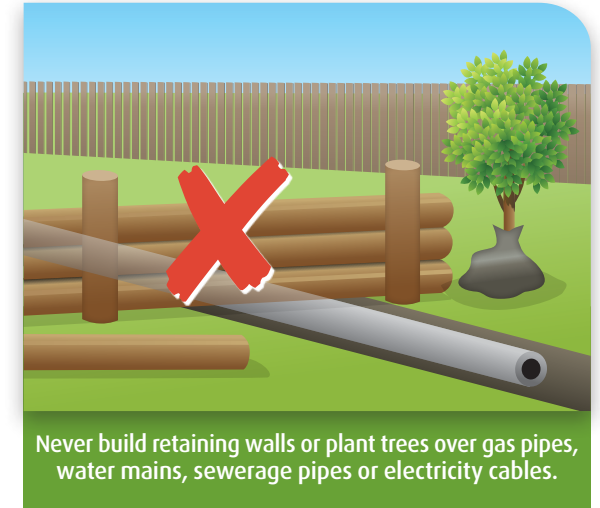
If you see damage to gas equipment such as meters or pipes call ActewAGL's 24-hour gas emergencies and faults line on 13 19 09.



When gas meters and pipes are damaged, gas can leak out and ignite.

If you're renovating or landscaping

Always consider the location of gas pipes when planning to renovate or landscape. Before you plan a job call Dial Before You Dig on 1100 or visit www.1100.com.au to find out what services are on and around your block.



Never build retaining walls or plant trees over gas pipes, water mains, sewerage pipes or electricity cables.

How to maintain your natural gas meter

Keep natural gas equipment, such as meters and pressure regulators, free from damage and interference.

Routinely check to make sure your meter is accessible and free from leaf litter, plants and other combustible material that could be a fire hazard. Access must be unobstructed to allow the meter to be read.



Never build over or restrict access to gas, water or electricity meters.