



**Office of Safety & Risk Management**

## **NATURAL GAS AWARENESS AND RESPONDING INFORMATION**

### **INFORMATION YOU NEED TO KNOW ABOUT NATURAL GAS SUPPLY LINES**

#### **Who we are:**

This master meter system is providing natural gas to its buildings through supply lines for, heat buildings and fuel appliances.

#### **Important information:**

Underground natural gas supply lines are the safest mode of energy transportation; we need your help to keep it safe. Everyone in this complex needs to know the basic information in this handout. It is unlikely that you will ever experience a leak, but the information in this handout will help you know;

1. How to identify our supply lines.
2. How to recognize a supply line leak.
3. What to do if you notice a supply line leak.
4. How to report a supply line leak.
5. What to do if you need to dig.

#### **How to identify our supply lines:**

All supply lines are located underground and stubbed up at building walls where there is a valve and regulator. If you have any questions contact us at [318-274-6162](tel:318-274-6162).

#### **How to recognize a supply line leak:**

We conduct a quarterly inspection on our supply lines. We also have a leak detection survey conducted by a professional survey company once a year.

In the event of an emergency involving our supply lines our maintenance personnel are fully prepared to respond. Natural gas is colorless and odorless unless an odorant is added.

The following are signs that may indicate a leak in a supply line;

1. A hissing or roaring sound (caused by escaping gas).
2. A patch of dead grass or leaves along the line.
3. Blowing dirt, grass or leaves along the line
4. Flames originating from the ground or valves.
5. Bubbling in wet or flooded areas on the supply line route.
6. The smell of rotten eggs (GAS) inside or outside building.

**What to do if you notice a supply line leak:**

1. Avoid open flames or other sources of ignition. Do not light a match and do not start or attempt to restart vehicle or electric equipment.
2. Evaluate the area by foot and caution others to stay away from the area.
3. Do not attempt to extinguish a natural gas fire, call 911 and this Maintenance Office at 318-274-6162 or Police 318-274-2222
4. Do not attempt to operate any supply line valves.

**How to report a supply line leak:** CenterPoint Energy

From a safe distance, call 911 and report the emergency, call the local Gas Company at -1-800-325-4005 call this facility Maintenance office at 318-274-6162

**What if I need to dig:**

Before you dig, state law requires that you contact the Louisiana One Call center by dialing 811. NO digging is allowed by anyone other than a licensed contractor or property personnel.

**Contractors and excavators:**

This is a closed loop master meter system. NO digging is allowed by anyone without prior permission of the Facility and Maintenance Department.

**Police, Fire and Public Safety:**

The following suggestions are offered to police, fire and public safety officials in safeguarding the public in the event of a supply line emergency:

1. If you hear or smell a supply line leak, call 911 and report the location, call the Maintenance office: 318-274-6162 or Police 318-274-2222.
2. If gas is not burning, avoid anything that might ignite.
3. Be aware of wind direction and any potential ignition sources.
4. Do not attempt to operate supply line valves.

**Contact Information:**

If you have any questions or need additional information, please contact us at 318-274-6162.

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