

# Natural Gas Safety Information



**SOUTHWEST GAS**

swgas.com/safety



You can do your part to help keep yourself and your loved ones safe by knowing how to recognize and respond to a natural gas leak.

## A leak may be present if you:



### SMELL

A DISTINCT SULFUR-LIKE ODOR, SIMILAR TO ROTTEN EGGS, EVEN IF IT'S FAINT OR MOMENTARY.



### HEAR

A HISSING OR ROARING COMING FROM THE GROUND, ABOVE-GROUND PIPING, OR A GAS APPLIANCE.



### SEE

DIRT OR WATER BLOWING INTO THE AIR, UNEXPLAINED DEAD OR DYING GRASS OR PLANTS, OR STANDING WATER CONTINUOUSLY BUBBLING.

## If you notice any of these signs:

- **Exit the area or building immediately.** Tell others to evacuate and leave doors open.
- From a safe place, call **911** and Southwest Gas at **877-860-6020**, day or night, **whether you're our customer or not.** A Southwest Gas representative will be there as soon as possible.
- Don't smoke or use matches or lighters.
- Don't turn off or on any electric switches, thermostats, or appliance controls.
- Don't start or stop an engine, or use an automated (garage) door.



Know what's below.  
**Call 811 before you dig.**



## REMEMBER: Call Before You Dig. It's easy and free.

You can help prevent unsafe conditions when digging by calling 811 to get underground utility-owned lines marked for **FREE**. Even small jobs like planting a tree require a call, so be sure to:

- Call 811 at least two working days in advance
- Wait for the site to be marked
- Respect the marks
- Dig with care – use hand tools only when digging within 24 inches of marked gas lines
- Familiarize yourself with your state's call-before-you-dig law

Natural gas pipeline leaks can occur due to careless or unsafe excavation and may lead to evacuations, natural gas service outages, fire, property damage, injury, or loss of life. So, if you ever suspect a natural gas leak, from a safe place call 911 and Southwest Gas right away.

**At Southwest Gas, your safety is our priority.** Working together, you can help us do what we do best...provide safe and reliable natural gas service 24/7. Our commitment to safety includes:

- Routinely patrolling, testing, repairing, and replacing our pipelines to ensure the highest level of safety and reliability;
- Meeting or exceeding all federal and state requirements and standards for safe pipeline operation and maintenance; and
- Regularly communicating and training with emergency responders to remain prepared for any natural gas emergency.

## Safety Information

Please share with others in your organization.



**Southwest Gas 24-Hour Emergency**  
Phone Number: **877-860-6020**

For more information about natural gas safety, visit us at **swgas.com/safety**