



Rhode Island Energy™
a PPL company

Natural Gas Safety Connection

JUNE 2024



Gas Emergency **911** or call **1-800-640-1595**. Customer Service **1-800-870-1664**. RIEnergy.com



Floodwater poses a hazard.

If your property has flooded, contact a plumbing or heating contractor to make sure your appliances are safe to operate.

To ensure safety, Rhode Island Energy will not enter your premises until all floodwater is removed, all repairs are complete, and every gas appliance is in working condition. The sooner you have your appliances checked, the faster we can restore your service.

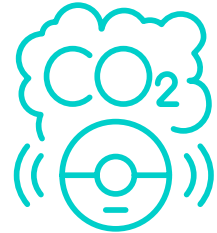
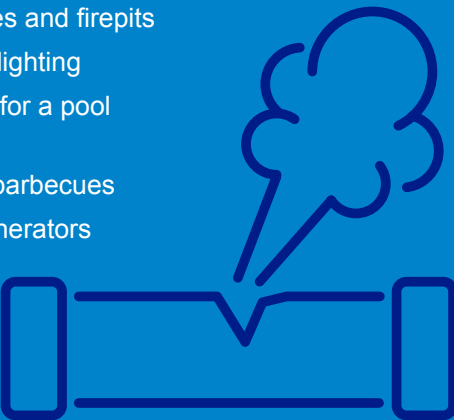
Inspect your pipes regularly.

As a natural gas customer you own the gas lines from the outlet of your meter on your property. It is your responsibility to maintain these lines. This includes lines that run underground and in your house or structure.

Buried gas lines need special attention because they can corrode or leak if not properly maintained. It is recommended that you periodically hire a professional plumbing/heating contractor, leak survey company, or a corrosion expert to check all the lines beyond the meter. If unsafe conditions are found, you should have the pipeline repaired immediately.

Examples of buried gas lines include:

- Gas fireplaces and firepits
- Outside gas lighting
- Gas heaters for a pool or hot tub
- Natural gas barbecues
- Gas-fired generators
- Detached buildings with gas appliances



Keep your family safe with alarms.

Installing alarms in your home can provide added protection for you and your family. It's important to know the difference. Please follow manufacturer's instructions for each alarm for installation, proper placement and regular testing.

- A carbon monoxide (CO) detector sounds an alarm when carbon monoxide is present in the air. CO is a highly poisonous gas that is colorless, odorless and tasteless and difficult to recognize without a detector.
- A smoke alarm senses smoke indicating a fire.
- A residential methane detector (RMD) signals methane in the air indicating a gas leak.



Avoid hot water scalding

It doesn't take long for a human to get burned/scalded from hot water.

Exposure to hot water at 140 degrees Fahrenheit can lead to a serious burn within three seconds. Thinner skin burns more quickly putting children and older adults at increased risk.

The U.S. Consumer Product Safety Commission (CPSC) urges all users to lower their water heaters to 120 degrees Fahrenheit. In addition to preventing accidents, this decrease will help conserve energy and save money.

Use your senses to detect gas leaks.

Gas leaks are often recognized by:



SMELL: Natural gas is odorless. A strong odor similar to rotten eggs is added so you can detect it fast.*



SIGHT: Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. You may see blowing dust. Vegetation in the area may appear to be dying in an otherwise moist area.



SOUND: You may hear an unusual noise like roaring, hissing or whistling.

Smell gas. Act fast.

- **Take action in a gas emergency:** Protect yourself and your family by remembering these important safety tips:
 - **Get Out:** All occupants should leave the house or building immediately. Please do not use the telephone, light switches, e-cigarettes or vape pen for any reason.
 - **Report a Gas Emergency:** After leaving the house or building and reaching a safe environment, call 911 or our gas emergency number: **1-800-640-1595**.
 - **Stay Out:** Please do not return to your home or building until Rhode Island Energy tells you it is safe.



**Odor fade: Because physical and/or chemical processes can cause loss of odorant, making it undetectable by smell, it's important to not rely only on your sense of smell to be alerted to a natural gas leak.*

Stay safe.

Whether you're doing it yourself or hiring a professional, always make sure to call 811 before digging. It's not only the law, but it could prevent loss of life, injury and property damage.

Dig Safe®: Call 811 or 1-888-DIG-SAFE (344-7233) or visit digsafe.com.



Excess Flow Valve

Customers may request a no cost installation of an excess flow valve (EFV), a safety device that slows the flow of natural gas in the event of a service line break.

An EFV is not required for the normal operation of your gas line. In fact, you may already have an EFV installed. Certain conditions must exist for this installation.

If you would like to determine if you are eligible to have an EFV installed on your gas service line, please email RISales@rienergy.com or call 1-855-RIE-1106 (1-855-743-1106).



Keeping your meter clear all year long.

Keep obstructions away from indoor and outdoor meters and do not hang anything on your natural gas pipes. Having easy access to your meter

is important during an emergency. Also, do not store flammable liquids and solvent-soaked rags near sources of ignition and keep out of children's reach.

Request a service disconnection before major projects.

Leaving natural gas service connected during major renovation or demolition projects could pose a hazard, such as injury or property damage, or lead to future undetected leaks.

Before work begins, contact us for a service disconnection and to obtain the required application to disconnect gas service and remove the gas meter. Be sure to specify that you require a disconnection, rather than a shutoff, which is only used during tenant/owner transitions and not during major construction.

Do not begin work until you receive a service line disconnect letter. Local municipalities often seek this before issuing a permit. An owner or contractor may apply for the letter on behalf of the property owner.

The owner must provide an affidavit authorizing work. There are fees associated with disconnecting and reconnecting gas lines. It's the owner's or contractor's responsibility to obtain a disconnect letter. To request a service disconnection application, call Customer Service at 1-800-870-1664.

Multi-family, apartment or business complex owners please share. This is an important safety notice. Please have it translated. See "select language" link at RIEnergy.com

Vea el enlace «seleccionar idioma» en RIEnergy.com
Voir le lien «sélectionner la langue» sur RIEnergy.com
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