



IMPORTANT PROPANE SAFETY FOR YOUR HOME

Columbia Gas[®]
A NiSource Company

ABOUT YOUR PROPANE SERVICE

The propane distribution system in your community is served from a central storage tank, or tanks, and then is distributed through underground pipelines. Columbia Gas of Virginia owns and maintains the underground pipeline to the meter; however, the property owner owns the house line, including any pipe that extends beyond the meter to the appliances inside the home or business, or to other locations on the property.

PROPERTIES OF PROPANE

Propane is a common source of energy for residential and commercial use. Propane is heavier than air, meaning if a leak occurs, propane may accumulate in low spaces and near the floor.

SAFE AND RELIABLE

The safe and reliable delivery of propane and natural gas to the communities and customers we serve is not only our commitment, but also a core value.

DID YOU KNOW?

PROPANE IS NATURALLY COLORLESS AND ODORLESS. WE ADD A CHEMICAL CALLED MERCAPTAN THAT GIVES IT THE A ROTTEN-EGG OR SULFUR-LIKE ODOR, WHICH ACTS AS AN EARLY WARNING.

IDENTIFYING A PROPANE LEAK: USE YOUR SENSES



LISTEN
FOR A HISSING,
BLOWING,
WHISTLING OR
ROARING SOUND



SMELL
A DISTINCT ODOR
LIKE ROTTEN
EGGS OR SULFUR



LOOK
FOR BLOWING DIRT,
BUBBLING
WATER OR DEAD
VEGETATION

THINK YOU SMELL A PROPANE LEAK

If you smell a rotten-egg or sulfur-like odor, you may have a propane leak. Follow these steps to keep you and your family safe.

FOLLOW THESE STEPS IF YOU EVEN THINK YOU DETECT A PROPANE LEAK!



1. STOP
WHAT YOU
ARE DOING



2. LEAVE
THE AREA
IMMEDIATELY (IF
INSIDE, GET OUT)



3. CALL
911 & COLUMBIA GAS
FROM A SAFE
LOCATION

WHAT TO DO

- Leave the area immediately. Get out immediately. Turn off and abandon any motorized equipment you might be using.
- From a safe location, away from the building, call **911** and Columbia Gas at **1-800-544-5606**.
- Wait for our service crew to arrive.

WHAT NOT TO DO

- Don't light a match or candle, or operate anything that could cause a spark, including cell phones, lights, appliances, flashlights, power tools, garage door openers, etc.
- Don't open the windows and doors in an attempt to ventilate the building.
- Don't try to find the leak yourself or operate pipeline valves.

HOW WE KEEP YOU SAFE

FACILITY INSPECTIONS

Columbia Gas performs regular inspections of our underground propane system to ensure the integrity of our facilities. In order to perform these inspections, Columbia Gas representatives will have its facilities marked prior to performing the inspection or connecting any new services. These flags can be removed after the job is complete and the paint will degrade over time.

ASK FOR IDENTIFICATION

We perform work all around our communities, along streets or near your home. For your safety and our employee safety, company and contractor employees drive marked vehicles and carry company identification. If you ever question the authenticity of a company employee or contractor, feel free to ask them to provide identification.

