



WHAT TO DO IF YOU SUSPECT A Natural Gas Leak

In its most pure state, natural gas has no odor. That's why Vectren adds a chemical with a very distinctive odor, which smells like rotten eggs. Follow the instructions below if you or someone in your family suspects a natural gas leak.

There is no charge for calling Vectren to inspect a potential gas leak. Vectren will respond 24 hours a day, 365 days a year.

In the event a gas line has been struck or odor detected outside of a home or business, residents are reminded of the following:

- **Leave the area of the gas leak immediately** and distance yourself from source of the odor/struck line, as well as areas where the odor of gas is noticeable.
- Do not attempt to re-start or move powered equipment.
- Call Vectren at **1-800-227-1376** from somewhere other than the location of the gas leak. The party responsible for the damage to the gas line should also call 911 and report the incident to police and/or fire officials and the state's 811 center.
- Remain in a safe area until emergency personnel arrive and do not enter the home/business or neighboring premises.

In the event a gas leak is suspected inside of a home or business, residents are reminded of the following:

- Immediately leave the home or business with the gas leak and distance yourself from the building once outside, as well as areas where the odor of gas is noticeable.
- Do not use the phone, cell phone, or text anyone while in the building or who may be in the building. If you notice the leak while talking on the phone, do not hang up.
- Do not turn any lights, appliances or any electrical sources on or off.
- Do not light matches. Do not open or close windows.
- Do not start a vehicle if it's parked in a garage that's attached to the home/business of the suspected leak nor utilize an automatic garage door opener upon exiting. These activities listed above could trigger an ignition if gas has significantly accumulated.
- Call Vectren at **1-800-227-1376** from somewhere other than the location of the gas leak.
- Remain in a safe area until emergency personnel arrive and do not re-enter the premises.

Que Hacer Si Sospechas De Un Escape De Gas Natural

En su estado más puro, el gas natural no tiene ningún olor. Es por eso que Vectren añade un químico con un olor distintivo parecido al de un huevo podrido. Siga las instrucciones siguientes si usted o alguien en su familia sospecha una fuga de gas natural.

No hay ningún cargo al cliente por llamar a Vectren para inspeccionar cualquier posible escape de gas. Vectren esta disponible las 24 horas del día los 365 días del año.

En el evento que una línea de gas tenga una ruptura o ha sido dañada en las afueras de una casa o negocio, le recordamos a los residentes a hacer lo siguiente:

- **Abandone el área de la fuga de gas inmediatamente** y distanciate de la fuente de olor / línea golpeado así como las áreas donde el olor a gas es notable.
- No trate de mover o prender máquinas de motor.
- Llame a Vectren al **1-800-227-1376** desde algún lugar seguro que no sea el área donde se localiza el escape de gas. La persona responsable por el daño a la línea de gas también debe llamar al 911 y reportar el incidente a la policía y/o al departamento de bomberos y el centro 811 del estado.
- Permanezca en un lugar seguro hasta que el personal de emergencias llegue al lugar y no entre a su hogar, negocio o locales aledaños al menos que haya recibido instrucciones por parte del personal de emergencias.

En el evento que un escape de gas ha sido detectado dentro de su hogar o negocio le recomendamos a los residentes a hacer lo siguiente:

- Inmediatamente dejar el hogar o negocio con la fuga de gas y distanciate del edificio una vez fuera, así como las áreas donde el olor a gas es notable.
- No utilice el teléfono, teléfono celular, o mensaje de texto a nadie, mientras que este en el edificio o quien pueda estar en el edificio. Si usted nota la fuga mientras habla por teléfono, no cuelgue.
- No prenda o apague la luz, enseres eléctricos o cualquier otra fuente de electricidad.
- No prenda ningún cerillo. No habrá o cierre sus ventanas.
- No prenda su vehículo si esta estacionado en el garaje de su hogar o negocio donde hay sospechas de escape ni utilice la puerta automática de su garaje al momento de salir de la localidad. Las actividades aquí descritas pueden ocasionar una ignición si hay suficiente gas acumulado.
- Llame a Vectren al **1-800-227-1376** desde cualquier localidad que no sea la del escape de gas.
- Permanecer en un lugar seguro hasta que el personal de emergencia llegue y no volver a entrar en el edificio/hogar.

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RESPONSIBILITY FOR GAS PIPING

Vectren Energy Delivery of Ohio (VEDO) is responsible for maintenance of all service lines from the gas main to the gas meter. The customer is responsible for the maintenance of all gas piping from the gas meter to all gas appliances.

Buried gas piping which is not maintained is subject to potential hazards of corrosion and leakage. For your safety, all buried gas piping should be periodically inspected for leaks. If the buried piping is metallic, it should also be periodically inspected for corrosion. If an unsafe condition is found, the gas piping will need to be promptly repaired. When digging near buried gas piping, the piping must be located in advance and digging should be done by hand. Plumbing and heating contractors can assist in locating, inspecting and repairing customers' buried pipelines.

CALL BEFORE YOU DIG

Ohio Revised
Code states
that you are



Know what's below.
Call before you dig.

responsible for calling the Ohio Utilities Protection Service (OUPS) 48 hours — but no more than 10 working days excluding weekends and legal holidays — before beginning any digging so underground utilities on your property can be marked. This will avoid a loss of service in the case of a cut line and possibly a more serious accident. Call OUPS at 811, or 1-800-362-2764, 24 hours a day, seven days a week.