

Natural gas safety hints and tips

Natural gas is a safe and reliable form of energy, however it is important when using any energy source that we understand the dangers and what to do to avoid them, and also what to do in case of an emergency. Your health and safety is Aurora's number one priority.

Installing natural gas and natural gas appliances

It is important that all installations are completed by qualified licensed gasfitters and installers. Aurora recommends that you use an Aurora Preferred Supplier or Aurora Preferred Gas Installer. Aurora strongly advises that all gas appliances be flued.

What to do in case of a gas leak

If you smell gas in your street or on your property, you should immediately call Powerco's Gas Emergency Response Centre on **180 2111**. If the leak is coming from a section of pipe that leads to your appliances or on the appliance itself you should turn the gas off at the meter and contact a licensed gasfitter to inspect and rectify the problem. Never attempt to fix a gas leak yourself.

What to do if you can smell gas inside your home

- Call **000** in case of an emergency.
- Turn off the gas meter.
- Turn off all appliances including pilot lights.
- Open doors and windows.
- If you can smell gas after turning off the gas at the meter as well as turning off appliances, leave the premises immediately and contact Powerco's Gas Emergency Response Centre on **180 2111**.
- Don't use ignition sources or naked flames (this includes pagers, mobile phones, powerpoints, and light switches).
- Turn the power off at the switchboard. Don't use switches to turn off electrical appliances.

What to do if the supply of gas stops

If one or more appliances do not work, check to see if other appliances are affected. If the other appliances work, contact your licensed gasfitter to inspect the cause of the stoppage. If all appliances do not work, check your gas meter control valve to ensure it has not been turned off. If the valve is still open contact **180 2111** for further assistance.



How to use appliances safely

- Follow the appliance's instructions.
- Always use licensed professionals for installation and repair.
- Never cover the temperature controls, air openings, or vents on your appliances.
- Do not leave paper, rags or flammable material near appliances.
- Turn your heater off when you go to sleep or leave the premises.
- Before turning on a gas burner, press the ignition button or light a match. If the burner does not light, wait for the gas smell to clear before trying again.
- Do not let gas build up before igniting appliances.
- Wait until gas smell has cleared before attempting to relight an appliance.
- Pilot lights and main burners should create a blue flame. If the flame is yellow or red contact your licensed gasfitter.

If you have any concerns or queries about your gas appliances or gas connection, contact:

Powerco Gas Emergency
Response Centre
Residential
Business

180 2111
1300 13 2003
1300 13 2045

or visit the website

www.auroraenergy.com.au/residential/natural_gas