

When mother nature gets into the act

SNOW AND SNOW REMOVAL

- The building's connections, where the meter and main shutoff valve are located, must be accessible at all times. You must therefore ensure that they are cleared of any snow accumulation.
- Never push snow onto a natural gas connection and avoid any snow accumulation around it or in front of the air intake and exhaust outlets of your natural gas appliances.
- Use a broom or a brush and not a metal shovel to remove snow from the connection.
- If you notice a significant accumulation of ice around a connection as a result, for example, of snowmelt from the roof, contact Gaz Métro at **1 800 361-4568** or **514 598-3222** to remove the ice safely.



FLOOD OR WATER DAMAGE

If the situation affects natural gas appliances, close the main shutoff valve. If you have to evacuate your home following advice about a flood, close the valve before leaving.

In any other unusual situation (lightning, landslide, etc.), call Gaz Métro right away if you suspect that natural gas installations or appliances may have been damaged.

When should the natural gas valve be closed?

In certain situations, it may be necessary to close the natural gas shutoff valve; for example, if a fire breaks out in a building or if there is a natural gas leak in the building.

Never expose yourself to danger in order to try to close the shutoff valve. Only do so if you are sure you can handle the job quite safely for both yourself and those around you.

NEVER REOPEN A NATURAL GAS VALVE – THAT’S A JOB FOR GAZ MÉTRO.

In fact, precautions have to be taken when restoring the supply of natural gas to your appliances to ensure they are working properly, as well as to ensure your safety. To have it reopened, contact Gaz Métro at **1 800 361-4568** or at **514 598-3222**.

HERE’S HOW TO CLOSE THE MAIN SHUTOFF VALVE



Turn the valve a quarter turn to the **right or left**, until both holes are aligned.



Turn the valve in a **clockwise direction** until it is fully closed.



Turn the hand wheel in a **clockwise direction** until the valve is fully closed.

LOGO FSC

The blue bulletin

SAFETY INFORMATION



Do not discard

Gas odor or carbon monoxide intoxication:
9-1-1 or 1 800 361-8003

Gaz Métro customer service:
1 800 361-4568 or 514 598-3222

(To open a gas valve after shutting it off, de-ice a connection, or for all other information)

Info-Excavation: 1 800 663-9228 or 514 286-9228

Gaz Métro Certified Partner: 1 800 875-9354 or visit the **“Natural Gas Appliances”** customer service section of our website at www.gazmetro.com

General information: www.gazmetro.com/safety

Natural gas is one of the safest and cleanest sources of energy there is. In Québec, almost 180,000 customers, including a high proportion of educational and health establishments, major companies and businesses, use natural gas as their principal source of energy.

This leaflet outlines the basic rules to be respected when it comes to prevention and to the maintenance and installation of natural gas appliances, in order to ensure your safety and that of your loved ones.

This leaflet contains important safety precautions for you and your household.
KEEP IT IN PLAIN SIGHT IN YOUR HOME.

Small spade, large leak

Did you know that three-quarters of all pipe breaks are caused by the clumsiness or negligence of people digging? A badly placed spade can damage a natural gas pipe and cause a leak – let alone when mechanical equipment is being used.

Every time there is a break in a pipe, the fire department and the Gaz Métro emergency service have to intervene. Breaks also often lead to serious consequences for the careless digger!

There is a specialized free service that can give you information about the location of natural gas pipes, as well as certain sewer pipes, cable and electricity lines, in the sub-soil of your property – Info-Excavation.

If you find out that there is a natural gas pipe where you want to do some work, or if you need more information, just call Gaz Métro customer service at **1 800 361-4568** or **514 598-3222**.

**Before digging, call Info-Excavation at:
1 800 663-9228 or 514 286-9228**

→ The Nature of Natural Gas

The Natural Energy Board (the “Board”) authorizes some variation in the composition of gas transported on its supply network by multiple Canadian distributors, including Gaz Métro. This variation is governed by standards established by the Board. This is known as “interchangeability.” Interchangeability is a means of ensuring the safety and high performance level of natural gas appliances.

In addition, many new natural gas discoveries in the United States and Canada, as well as promising prospects for the reclamation of organic wastes, will eventually result in certain variations in the composition of natural gas.

For safe usage of your natural gas appliances (furnaces, hot water heaters, ovens), Gaz Métro reminds you to have regular inspections and maintenance conducted. To do so, consult your appliance user manuals or contact a qualified professional.

For the safety of you and your family, Gaz Métro urges you to comply with the basic guidelines for prevention, maintenance and installation of your natural gas appliances at all times.

www.gazmetro.com/safety

→ Be on the safe side

INSTALLATION

To avoid risks to the safety of users, when installing a natural gas appliance, make sure the connection is leak tight and that the appliance is working properly.

That is why the installation, inspection, maintenance and repair of natural gas appliances and equipment must be done **by specialists**. Make sure that the work is contracted to a company that has a licence from the Régie du bâtiment and that is a member of the Corporation of Master Pipe-Mechanics of Quebec. Any technician or plumber working on a natural gas appliance must hold a natural gas competency certificate from Emploi-Québec.

To make the task easy for you, Gaz Métro has a program for certifying specialists. We recommend that you entrust the installation of your appliances to a **Gaz Métro Authorized Partner**. To find out who these are, call us at 1 800 875-9354, or click on the tab “Maintenance of Appliances” on the gazmetro.com site and then choose a region.

WATCH OUT FOR CARBON MONOXIDE!

→ A serious risk that’s easy to manage

Carbon monoxide (CO) is an odourless and colourless gas. It is produced in small quantities by gasoline engines and appliances that burn a fuel like gasoline, oil, propane, wood, or natural gas.

When these appliances are used correctly and well maintained, the quantity of CO produced does not create a problem. However, if they are used in a poorly ventilated place, if they are defective or not working properly, this could lead to poisoning – that is why, for example, you should never leave a car engine idling in an enclosed space.

HOW TO RECOGNIZE CO POISONING?

Carbon monoxide poisoning can lead to serious health consequences, even death.

The **symptoms** of carbon monoxide poisoning vary: headaches, nausea, dizziness and vomiting.

If you are experiencing any of these symptoms, **leave the building immediately**.

In all cases of illness, **get the medical help** needed by calling 9-1-1.



MAINTENANCE

The **regular inspection** of your appliances which includes a combustion analysis helps detect a problem as well as identify signs of deterioration. Poorly maintained appliances can give off carbon monoxide (CO) and have toxic effects on health.

The natural gas flame should be blue. Blue indicates that your appliances are performing optimally. Avoid using an appliance whose flame is yellow or orange and have it checked right away. However, it is quite normal for your fireplace flame to have tints of yellow.

How can a natural gas leak be detected?

By its smell. Natural gas is naturally odourless but a very smelly substance is added so that leaks can be detected. This substance, called mercaptan, gives off a persistent smell of rotten eggs.



Scratch and sniff

If you notice a suspicious odour, compare it with the odour under the film. If it is the same, call immediately 9-1-1.

What to do if there is a smell of gas?

1. AVOID FLAMES AND SPARKS.

Do not smoke. Do not turn on any appliance near the leak, not even a cell phone or a light switch – they could produce a spark.

2. LEAVE QUICKLY

Quickly leave the building or move far away from the leak if you are already outdoors. Without delaying your departure, open doors and windows (or leave them open) on your way out to ensure maximum ventilation.

3. CALL 9-1-1.

If this service is not offered in your area, call **1 800 361-8003**.

For optimum safety, have a **carbon monoxide detector** which meets CSA 6.19 or UL 2034 standards installed in your home. Just like a smoke detector, it will alert you if the amount of carbon monoxide exceeds a predetermined threshold.