



# Winter weather tips

The safety of our customers and communities is our highest priority. That's why at all times, including when severe winter weather events related to snow and ice occur, we strongly advise customers to adhere to the following guidelines associated with natural gas meter and appliance venting safety:

## Appliance Safety

- Never use natural gas appliances, such as ovens or the burners on a stove, to heat your homes or businesses.
- Make sure your heating system, water heater and any other natural gas appliances are serviced and inspected annually by a qualified licensed professional.
- Do not use any defective natural gas appliance until it has been inspected, serviced and determined to be safe by a qualified plumber or heating, ventilation and air conditioning (HVAC) professional.

## Smoke and Carbon Monoxide Safety

- Smoke and CO alarms should be replaced every 10 years.
- Carbon monoxide gas is colorless, odorless and tasteless. Keep your home safe by installing a CO detector on each level of your home, especially near bedrooms.
- If you smell natural gas or suspect carbon monoxide is present in your home or business, immediately leave the area and call 911 or our emergency number at **866.643.4170** from a safe location.
- Seek medical attention immediately if anyone in your home or business experiences possible symptoms of carbon monoxide poisoning, which include headache, dizziness, fatigue, nausea and vomiting.

## Meter and Vent Safety

- Know where your natural gas meter is located.
- If you have a high-efficiency furnace, power-vented water heater or other natural gas appliances that vent out the side of your home, remember to keep the vent pipe clear of ice and snow.
- Following a weather emergency, ensure the gas meter is visible and the area surrounding the meter is free of trash and debris. Mechanical equipment used after the storm to clean up a location may damage the meter if it is hidden.
- Exercise caution removing snow or ice from your natural gas vent or meter assembly. Use your hands or a broom, not a shovel, to brush away snow or ice from your meter and regulator. Shovels and other tools can damage the equipment.
- Never kick or hit your gas meter or its piping with a hammer or any hard object to break away built-up snow or ice.
- Remove hanging icicles to prevent dripping water from refreezing on your meter or vent.
- Never shovel snow up against your meter or vent or let excessive snow cover it.
- If a natural gas meter is damaged or underground gas line is exposed, immediately leave the area and call 911 or our 24-hour emergency response number 866.643.4170 from a safe location.

## How can I reach Chattanooga Gas?

For leaks, odor or emergencies, call Chattanooga Gas at:  
**866.643.4170**



### Detecting Gas Leaks

- If you smell the rotten egg odor that is often associated with natural gas or suspect carbon monoxide is present, immediately leave the affected area and call 911 or the 24-hour emergency response line **866.643.4170** from a safe location.
- Never try to identify the source of a leak yourself.
- If the odor of natural gas is present, do not use a telephone or cellphone in the area of the odor. Do not turn light switches on or off. Do not operate any appliance or do anything that might cause a spark, such as lighting a match.

### Damage Prevention

- Heavy snow and ice may weigh down power lines and tree limbs, causing them to fall. If a natural gas meter is damaged or underground gas line is exposed, immediately leave the area and call 911 or the 24-hour emergency response line at **866.643.4170** from a safe location.
- Exercise caution removing snow or ice from your natural gas meter assembly. Use your hands or a broom, not a shovel, to brush away snow or ice from your meter and regulator. Never kick or hit your gas meter or its piping with a hammer or any hard object to break away built-up snow or ice.

### Weatherization Tips

- Regularly replace air and furnace filters; most filters should be cleaned or replaced every 60-90 days. A clean filter will allow the system to run more efficiently.
- Open window coverings during the day to allow sunlight to heat your home naturally, and close curtains at night to reduce the chill from cold windows.
- Keep furniture, drapes, stuffed animals and other objects away from heating sources.
- Adjust timer controls and programmable thermostats. Some older thermostats may not have an internal clock and need to be adjusted manually.
- Caulk and weather-strip drafty doors and windows. Use a heavy-duty, clear plastic sheet on a frame or tape clear plastic film to the inside of window frames during cold winter months.
- Caulk and seal air leaks where plumbing, ducting or electrical wiring penetrates through exterior walls, floors and ceilings. Install insulated gaskets behind outlet and switch plates on exterior walls to prevent drafts.

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