

## Know the properties of natural gas – one of the safest sources of energy!

**It's not toxic.** You can breathe air that has a low concentration of natural gas with no ill effects.

**It's lighter than air.** In the open air, natural gas does not accumulate – it rises and dissipates.

**It does not catch fire easily.** Natural gas is inflammable only when exposed to a source of ignition (like a spark or static electricity discharge) and then only at concentrations of 5%-15% in the air.

**It's easy to detect.** In case of a leak, as low a concentration as 1% of natural gas in the air can be detected.



## Get informed before digging!

The land around your home or your company may be concealing underground infrastructures, such as electricity, telecommunications or natural gas networks.

Before starting any work that calls for digging, such as installing a fence or a pool, make a request to Info-Excavation to locate any underground infrastructures. It's free.

Online

[info-ex.com](https://info-ex.com)

By phone

**1 800 663-9228**

**If you have hired a contractor, make sure the necessary verifications are made.**

## Make your natural gas outdoor installations accessible

An accumulation of snow in winter may adversely affect your natural gas service and the efficiency of your appliances. Your outdoor natural gas installations (connection, meter, air intake and flues) must be accessible.

- Avoid any accumulation around the installations.
- Use a broom or brush to remove snow rather than a metal shovel, which could damage your installations.



## Telephone numbers to keep on hand

Smell of natural gas or carbon monoxide poisoning

**911 or  
1 800 361-8003**

Énergir Customer Service

**1 800 361-4568  
or 514 598-3222**

Info-Excavation

**1 800 663-9228,  
514 286-9228  
or info-ex.com**

Énergir natural gas certified partners

**1 800 875-9354  
or [energir.com/partners](https://energir.com/partners)**

[energir.com/safety](https://energir.com/safety)

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# energir

## Living well with natural gas

**Thank you for your confidence in Énergir and in natural gas for your home or your company.**

We are committed to your security and so we believe it is important to remind you about good natural gas safety practices from time to time.

Nous nous excusons si nous avons fait une erreur dans la langue d'usage de cet envoi. Si tel est le cas, vous pouvez contacter le Service à la clientèle pour modifier vos préférences et demander la version française ou encore la consulter directement au [energir.com/securite](https://energir.com/securite)

[energir.com/safety](https://energir.com/safety)



# Maintain your appliances

## Even though natural gas is very safe, some simple rules must be respected.

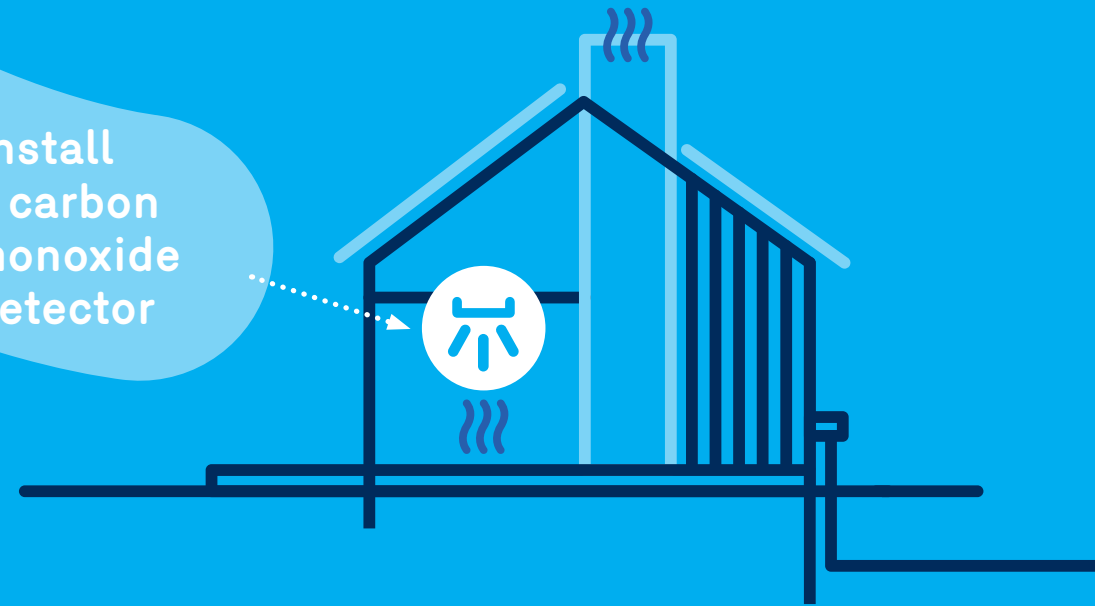
Recent natural gas appliances are highly efficient. However, just like your car, you need to have them professionally maintained every year.

You can find natural gas certified partners at [energir.com/partners](https://energir.com/partners).

### 4 good reasons for having your appliances maintained:

- 1 It's a manufacturer's requirement.**  
Annual maintenance is recommended. Should a breakdown happen, poor maintenance could cause problems when it comes to applying the guarantee.
- 2 It's a question of energy efficiency.**  
Poorly maintained appliances might be less efficient, which may mean a higher bill.
- 3 It's a question of security.**  
Appliances that are not well maintained can get clogged, affecting the combustion of natural gas. This may result in the emission of carbon monoxide, a gas that is harmful to human health.
- 4 It's a guarantee of longevity.**  
A well-maintained appliance will last longer and will avoid your having to invest prematurely in its replacement.

## Install a carbon monoxide detector



Carbon monoxide is an odourless and invisible gas that may be produced by a fuel-burning appliance, like a natural gas appliance, if combustion is partial or incomplete. This may happen if the maintenance of your appliance is neglected. If not detected, carbon monoxide can cause serious health problems, even, in rare cases, death.

### How to prevent poisoning

-  Have all your fuel-burning appliances maintained annually.
-  Install a carbon monoxide detector that meets CSA 6.19 or UL 2034 standards, as recommended by the *Régie du bâtiment*, the CNESST (*Commission des normes, de l'équité, de la santé et de la sécurité du travail*) (health & safety) and fire departments. An installation might even be mandatory, depending on your building and your municipality. For more information, contact your municipality.
-  Have a heating & ventilation contractor verify that the air vents and seals on the ventilation ducts are in good working order.



### What to do if you suspect that carbon monoxide is present

Symptoms, such as a headache, nausea, fatigue, dizziness or vomiting, might be due to carbon monoxide. In such cases, follow these instructions:

- **Leave** wherever you might be.
- If anyone else is unwell, **get them outside**.
- **Call 911**.
- Make sure that the cause of the carbon monoxide leak has been resolved before re-entering the premises.

## Recognize the smell of natural gas

Since natural gas is part of your daily life, it is important that you can recognize its smell, which closely resembles the smell of rotten eggs.

Scratch and sniff the sticker below to get to know the smell:



### Did you know?

Since natural gas is odourless, a smelly substance called mercaptan is added in order to detect leaks. This is where the smell of rotten eggs comes from.

### What to do if you detect a smell like the one above

- 1. Avoid flames and sparks.** Do not smoke. Do not turn on any appliance near the leak, such as a cellphone or an electricity switch, which could cause a spark.
- 2. Quickly leave the building or move far away from the leak if you are already outdoors.** Without delaying your exit, you could open doors and windows on your way out to ensure maximum ventilation.
- 3. Call 911.** If this service is not offered in your area, call **1 800 361-8003**.