

NATURAL GAS SAFETY IN YOUR HOME

GREAT PLAINS NATURAL GAS IS COMMITTED TO providing safe and reliable natural gas service to our customers. Natural gas is an efficient fuel that can heat your home, warm your showers, cook your food, dry your clothes and more. Natural gas is safe when used appropriately. As with any fuel source, it is important to follow proper safety precautions.

NATURAL GAS LEAKS

Natural gas is a colorless, odorless substance. For easy detection, an odorant is added to help identify a potential natural gas leak. The odor gives off a smell similar to rotten eggs or sulfur. If there is a natural gas smell in your home:

- Leave the building immediately
- If you are outside, leave the area immediately
- From a safe place, call 877-267-4764
- Stay away until given the "all clear" from a Great Plains employee or emergency official

LEAVE THE HOME IMMEDIATELY & REMEMBER:

- Do not turn on any lights, electrical switches or unplug appliances in the home
- Do not smoke or use lighters or matches
- Extinguish open flames
- Turn off electric, battery-powered or rechargeable devices including phones, radios, TVs, computers, garage door openers—any device that could spark
- Do not use any telephones in the home, including cell, cordless or landline phones

CARBON MONOXIDE

Carbon monoxide (CO) is an odorless, colorless and tasteless gas that is produced when any fossil fuel (including natural gas) is burned. When fossil fuels do not burn properly, CO can build up and cause sickness and even death. CO can build up when gas appliances are used improperly or are not vented properly. The warning signs of CO poisoning include:

- Dizziness, nausea, headache and coughing
- Irregular heartbeat
- Unconsciousness

If CO poisoning is suspected, get fresh air immediately. Stay outside and call 911 for emergency assistance.

PREVENT CO POISONING BY:

- Never using a gas range or oven to heat a home or apartment
- Having gas appliances and heating systems inspected annually by a qualified contractor
- Install CO detectors in your home and follow the manufacturer's installation and use guidelines

APPLIANCE AND HEATING SAFETY

When using natural gas appliances and heating systems, the color of the flame is a good indicator of the degree of combustion. The flame should always burn blue, not orange or yellow. If the flame is not blue, it may be a sign that the equipment needs adjusting or cleaning. Appliances and heating systems should be checked and adjusted by a qualified service technician.

- **Water Heaters:** Make sure the hot water heater is set to no higher than 120°F to prevent accidental burns
- **Furnaces:** Have a qualified service technician check the heating system annually. Technicians check for proper combustion, carbon monoxide levels, flue gas temperature, burners and the heat exchanger for proper operation

Keep flammables away from appliances. Never use or store flammable products such as gasoline, solvents or adhesives near a water heater or any other natural gas or electric appliance because vapors from flammable liquids can ignite.

NATURAL GAS METERS

Natural gas meters are designed to withstand extreme weather conditions, but they should be protected from ice and snow buildup during the harsh winter months. Accumulated snow places stress on the meter piping. Damage to the piping can cause a gas leak. To avoid undue stress on your gas meter:

- Try to keep gas meters free of heavy accumulations of snow or ice
- Do not strike meters with snow blowers, blades or shovels
- Do not kick the gas meter to break or clear ice
- Remove icicles from overhead eaves and gutters to ensure dripping water does not splash and freeze on the meter or vent pipes



Scan the QR code with your mobile device to visit our website.



CROSS BORE SAFETY CALL BEFORE YOU CLEAR

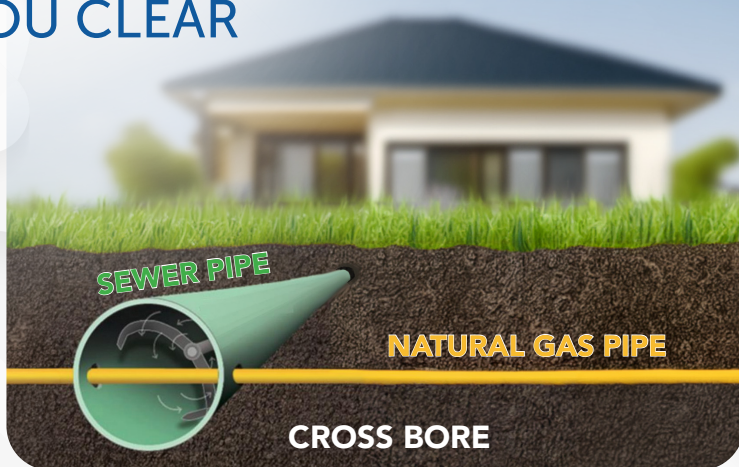
Occasionally, a gas pipeline may be inadvertently installed so that it intersects with a sewer line. This situation is known as a cross bore. It typically happens when trenchless installation methods are used for gas lines, or when existing sewer lines weren't properly mapped or equipped with technology that makes them easy to locate.

**Always call before
clearing a sewer line**

877-267-4764

Plumbers and homeowners often use a rotating cutter to clear clogs in sewer lines. While this tool is good for clearing obstructions such as tree roots, these devices may also cut through a natural gas pipeline or other underground utilities that intersect the sewer line.

A cross bore can become hazardous if the gas pipeline is cut because natural gas could enter the sewer system and cause an explosion which could damage nearby structures or threaten human safety or lives.



FOR YOUR SAFETY:

- Call Great Plains at **877-267-4764** prior to clearing a sewer line. We will promptly arrive to locate and mark our natural gas pipelines, free of charge.
- Never clear a sewer line until the clog has been identified.
- If you notice bubbles rising in your toilet or in standing water in your yard, or if you smell natural gas in your home, this could be a sign of a gas leak. Get a safe distance away from the possible gas leak. If the signs of a natural gas leak are inside a structure, evacuate the premises and leave the exit door open, then call 911 and Great Plains at **877-267-4764**.

INCOME-QUALIFIED, NATURAL GAS ENERGY EFFICIENCY REBATE PROGRAMS

Great Plains Natural Gas Co. has natural gas, energy-efficiency heating and water-heating rebate programs available to income-qualified households. This program is available to existing homes (1-4 units) served with natural gas from Great Plains.

Homeowners and rental property owners may qualify if the occupant of the property is considered to qualify as income-qualified.

If the property occupant qualifies for any of the following programs, the property is considered income-qualified*.



For full details on Great Plains' income-qualified rebate programs, visit <https://www.gpng.com/energy-efficiency/income-qualified-programs>, scan the QR code or call **877-267-4764**.

*Current documentation must be provided, with the property occupant's name and address for the qualifying low-income assistance program.

ENERGY EFFICIENCY REBATE PROGRAMS AVAILABLE:

Qualifying Equipment	Minimum Efficiency	Rebate
Natural Gas Furnace (Replacement Only)	96% AFUE	50% of installed cost, up to \$1,750
Natural Gas Storage Water Heater	0.64 UEF	\$300
Natural Gas Tankless Water Heater	0.87 UEF	\$750
Wi-Fi Enabled Programmable Thermostat		\$100
Wi-Fi Enabled Programmable Learning Thermostat		\$150
Free Low-Flow Showerhead - Must use natural gas for water heating and does not require low-income qualification.		