

# What to do in a Emergency

## Gas Leaks and Emergencies

Natural gas is a colourless and odourless gas that is lighter than air and will rise in the event of a gas leak. As a safety precaution an odorant is added to give Natural Gas its distinctive smell and to ensure quick detection in case of a gas leak.

## What to do when there is a Gas Leak

If you smell gas in the street or on your property up to and including the gas meter, phone 1800 808 526 immediately and:

1. Give an accurate description of the location and details of the gas escape.
2. Turn off or remove any source of ignition such as naked flames, cigarettes, mobile phones and electrical equipment.
3. If possible turn off the gas supply at the gas meter.
4. If the gas has ignited, keep clear. DO NOT attempt to extinguish the flame yourself.

If you believe the gas leak is located after the gas meter, on the outlet pipe connected to your gas appliances, or on the appliance, please contact a licensed gas fitter.



## How to turn off your Gas Supply

1. Turn off all your household appliances (cooker, oven, heaters, hot water service), and make sure the pilot lights are out.
2. Locate your gas meter - Generally on the side wall of your home or in the front yard. If you live in a high-rise unit or flat your gas meter is generally at ground level.
3. Turn the control tap at the gas meter to the "OFF" position - Rotate the handle 90° from the vertical "ON" position. The meter is off when the handle is horizontal to the gas inlet pipe.



If you are unable to turn off the gas supply or are not confident about doing so please wait for the emergency crew to arrive.

## Envestra's gas distribution network

Envestra Limited is Australia's largest distributor of Natural Gas delivering gas for retailers, to about 350,000 consumers throughout South Australia.

Envestra contracts Origin Energy Asset Management Ltd. to operate and maintain its gas distribution network.

The purpose of this brochure is to provide some important safety information about Natural Gas and the gas infrastructure located on your property.

## Important Information

### Dial Before You Dig 1100

To obtain the location of gas infrastructure please phone Dial Before You Dig, Freecall 1100 at least 24 hours prior to excavating.

### General Enquiries

For all general enquiries please call your gas retailer.

## In case of a Natural Gas emergency

Call 1800 808 526 - 24 hours



OFFICE OF THE  
TECHNICAL  
REGULATOR

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Whilst every care has been taken in preparing this brochure, Envestra Limited do not warrant the accuracy or completeness of the information contained in this brochure and take no responsibility for any injury or property damage resulting from failure to follow the information set out in this brochure.

S T A Y

S A F E

Natural Gas



Safety information about the  
Natural Gas supply to your property

Please take a few minutes to carefully read.  
It will help you protect your home and family.



Delivered by  Envestra



## What gas infrastructure is located on your property?

Natural gas is supplied to your home through underground pipework, referred to as the inlet pipe, and metering equipment.

The metering equipment includes a gas meter that records your gas usage and, depending on the gas pressure in your area, may also include a regulator to control the gas pressure.

This equipment is referred to as gas infrastructure. The pipe that runs from the metering equipment to your gas appliances, referred to as the outlet pipe, is not part of the gas infrastructure.

## Who is responsible for the gas infrastructure?

Envestra owns and is responsible for the gas infrastructure. The outlet pipe leading from the meter to any gas appliances belongs to the property owner and its upkeep is their responsibility.

• Gas supply to your home



• Stay Safe with Natural Gas • Gas supply to your home •

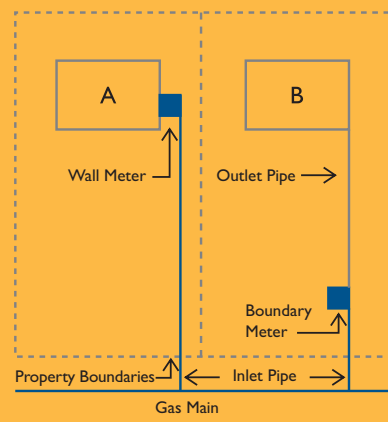
### Where is the gas infrastructure located?

Generally the gas inlet pipe will run in a straight line from the boundary of your property to the meter. Gas meters, depending on the age of your property and the design of your house, may be located near the front boundary of your property or in the side wall of your home.

Examples of general locations of gas infrastructure

A – The meter is installed on the side wall of the house. On the inside of the meter box door you may see a plan drawn that is very similar to the example shown on the right.

B – The meter is installed just inside the boundary.



### How is gas infrastructure located?

The gas infrastructure located on your property is installed and positioned taking into account a number of factors including:

- Statutory requirements eg. Gas Act 1997 & AS 1697
- Accessibility for meter reading and maintenance work
- Accessibility for fire and emergency personnel
- Location of driveways to ensure that the meter is safe from potential vehicle damage
- Location of large trees and shrubs
- Potential future building work
- Fencing, as some types of fencing such as a brush fence can become a fire hazard if ignited

Refer to [www.energysafety.sa.gov.au](http://www.energysafety.sa.gov.au) for more information.

## Gas Safety

Natural Gas is one of the safest forms of energy, however, as with any energy source, safety precautions should be taken when using the fuel.

### Gas Safety Tips

- Never store flammable liquids or fuels including rags, paper and rubbish near the gas meter.
- Ensure that there is easy access to the gas meter in case of an emergency as well as for meter reading, maintenance and replacement.
- Do not dig or bore holes on your property without first locating the gas inlet pipe. If you damage the gas infrastructure while performing such work you may be liable for the cost of repairs and gas lost.
- Do not attempt to fix, alter or modify your gas meter or gas inlet pipe.
- When landscaping, renovating or installing fences or other structures ensure there is clearance around the gas meter.
- Trim trees and shrubs that block access to or overhang your gas meter.