

Gas appliance safety

Here are some simple precautions for using your LPG appliances safely in your home:

- ✓ Only use appliances and equipment marked with one of the following certification badges:
 - AGA (Australian Gas Association)
 - SAI (Standards Australia International) Global
 - IAPMO R&T (International Association of Plumbing and Mechanical Officials Research and Testing) Oceana
 - Global-Mark
 - Appliances approved and certified by these schemes are sold with the appropriate approval certification badge
- ✓ Only use an appropriately licensed gasfitter to install or service your appliances and ask for a compliance document (for new and additional installations) which is legally required in order to maintain LPG appliances at your location. Once you've received the new compliance document, send it to connectme@originenergy.com.au so we can update your records
- ✓ Keep gas meters and pressure regulators in a safe condition and free from damage
- ✓ Follow the manufacturer's instructions when using your appliances and only use gas appliances for the purpose they have been designed for
- ✓ Use a gas heater appropriate to the size of the room you are heating and ask your gasfitter whether you require external ventilation (flue)
- ✓ Ensure you have adequate room ventilation to operate your appliances safely and efficiently
- ✓ Do not use portable gas heaters in small rooms (e.g. bedrooms or bathrooms)
- ✓ Keep any flammable items or liquids away from gas appliances and gas pilot lights
- ✓ Switch gas appliances off when sleeping or leaving your home
- ✓ Do not use outdoor gas appliances indoors

More safety information

Visit our website at origin.com.au/lpgsafety for more information on gas safety.

At your service

For more information on Origin or our services, see our Customer Service Charter, call us on **133 LPG (574)** or visit our website at origin.com.au/lpg

Get in touch

Emergencies or leaking gas: **1800 808 526**

Customer service: **133 LPG (574)**

Gas appliance sales enquiries: **1300 791 468**

Telephone interpreter service: **13 14 50**

Email: lpgenquiries@originenergy.com.au

Postal address: **GPO Box 1199, Adelaide SA 5001**

 **133 LPG**

 origin.com.au/lpg



Metered LPG consumer safety awareness

Important safety information about your gas supply

What is LPG?

LPG (Liquefied Petroleum Gas) is a source of energy supplied by Origin throughout Australia.

LPG is a colourless, odourless liquid when stored under pressure. Odorant is added as a safety measure to give the liquid and vapour the characteristic gas smell, to aid in the quick detection of leaks.

Metered LPG

The LPG supplied to you and your community, is kept in large LPG storage vessels and distributed to properties through a network of underground pipes.

The use of LPG at each property is measured through a gas meter which records gas consumption and is similar to a water or electricity meter.

From time to time our LPG representatives require access to your premises to read LPG meters, undertake inspections, repairs, testing or maintenance as well as connect or disconnect gas supply.

Our representatives who carry out the meter reading carry or wear official identification, to be shown on request. You will usually receive an invoice from Origin on a quarterly basis.

Gas leaks and emergencies

Suspected leaks near LPG storage vessels

If you smell gas near the LPG storage vessels that supply your neighbourhood, call Origin immediately on our 24-hour hotline 1800 808 526. Do not use a mobile phone within close proximity to the gas storage area.

Suspected leaks at home

If you suspect you have a gas leak at home, turn off all your appliances and call Origin immediately on our 24-hour hotline **1800 808 526** using a phone well away from the smell of the gas.

Until the emergency service technician arrives, make sure you:

- ✓ Open all windows and doors
- ✓ Do not light a match, lighter, or any other source of open flame
- ✓ Do not smoke
- ✓ Do not use any electrical appliance or the phone (including mobile phones) and do not switch on any lights
- ✓ Turn off the gas meter by turning the gas tap clockwise until closed (as shown in the image)

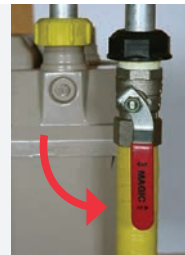


If you consider life or property is threatened, alert other occupants and evacuate the premises in the first instance. Once you are away from the smell of gas, call 000 and wait for emergency services to arrive.

Possible sources of escaping gas

If you can smell gas, carefully check:

- ✓ Whether any pilot lights on your appliances have gone out
- ✓ If any burners on your stove are accidentally turned on
- ✓ the connections to your gas appliances to see if they are loose



To restore gas supply

- ✓ Ensure that gas has dissipated and any problem has been identified and remedied
- ✓ Check that all gas appliance burner taps have been turned off, including pilot taps
- ✓ Turn on the gas meter slowly by turning the gas tap anti-clockwise until vertical (as shown in the image)
- ✓ Immediately relight all pilots in accordance with the manufacturer's guidelines

If in any doubt contact Origin Customer Service at 133 LPG (574).

LPG pipeline safety



Dial before you dig

The LPG pipeline beneath your property that supplies gas to your home is buried underground approximately 45cm below the surface. LPG pipeline underneath public streets may be a little deeper, typically 75cm below the surface. The pipes used for reticulation of gas have a yellow marker tape, clearly visible when unearthed.

To avoid striking the pipes during any excavation you are carrying out, make sure you or your contractor confirm the location by calling Dial Before You Dig on **1100** or visiting **1100.com.au**. For extra assurance, your contractor may also use an electronic pipe locator to detect the position of pipes buried underground.

To prevent damage to the gas supply pipes don't plant trees or shrubs near the meter or pipes. The depth of soil coverage between the surface and the underground pipes needs to be at least 45cm.

All gas connections or alterations to gas connections to the home must be undertaken by Origin or its authorised contractors.

If you are unsure of the location of the gas service pipes on your property or have any questions, call Origin Customer Service on 133 LPG (574).