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. More information at

https://www.energymining.sa.gov.au/consumers/electrical-gas-plumbing-safety

Natural gas is a fossil fuel used as a source of energy for heating, cooking, and electricity generation. Natural gas consists mainly of methane, followed by ethane, propane, and butane. It's formed by decomposing organic matter trapped in porous rock beneath the surface of the earth.

Before it's piped into your home, an odorant is added to natural gas as a ready means of leak detection. 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.

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

Outside your home

If you smell gas outside your building, phone 1800 427 532 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. If the gas as ignited, keep clear
3. If possible turn off the gas supply at the gas meter
4. DO NOT attempt to extinguish the flame yourself

Inside your home

If you smell gas inside your building or home:

1. Turn off all your household appliances (cooker, oven, heaters, hot water service), and make sure the pilot lights are out
2. Turn off your supply at the gas meter
3. Open all doors and windows for ventilation
4. Contact your licensed gas fitter to repair the escape and relight appliances

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.

Remember

DO NOT look for a gas leak with a naked flame or other ignition source

DO NOT operate electrical equipment close to a gas leak.

DO NOT turn on or switch off any lights, use a telephone, or use a flashlight, at the risk of causing a spark that could start a gas fire.

DO NOT smoke, light matches, or use a cigarette lighter inside or while on the property

Only Use Approved Appliances

When buying appliances, they must meet the approved standards of the Australian Gas Association (AGA) or Standards Australia International Global. Appliances must carry a compliance plate with an AGA approval number. This confirms they are designed to run specifically on natural gas. If you buy a second-hand gas appliance, always check the compliance plate and have it installed by a licensed gasfitter.

The list of certification bodies can be found here

Gas Safety Tips

- Never store flammable liquids or fuels including rags, paper and rubbish near the gas meter
- Use appliances for their purpose, never use a gas cooker or oven as a room heater
- Do not attempt to fix, alter or modify your gas meter or gas inlet pipe
- Keep an eye on the flame. Check the appearance of radiant gas heaters when in operation. A visible flame beyond the immediate surface of the tile could mean the appliance is faulty and that carbon monoxide is being emitted, which will make the air unsafe to breathe
- If you suspect your heater may not be operating properly, turn it off and call a licensed gasfitter

Important Information

- Before You Dig Australia - To obtain the location of gas infrastructure, call 1100 at least 24 hours prior to excavating
- In case of a natural gas emergency, call Australian Gas Networks (AGN) on 1800 427 532 - 24 hours

Australian Gas Networks (Previously Operating As Envestra Limited), is Australia's largest distributor of Natural Gas delivering gas for Lumo Energy, to consumers throughout South Australia. Australia Gas Networks 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.

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