



# IMPORTANT GAS SAFETY INFORMATION

**Did You Know** that gas pipelines could be located in your area? Here are safety basics everyone should know in the rare event of a natural gas or propane leak.

## How Do You Recognize a Gas Leak?

Natural gas is under pressure when running through pipelines. Because natural gas is lighter than air, it rises when it escapes. Natural gas and propane emergencies are uncommon, but you should be able to recognize the signs of a potential leak.

You can see this includes:

- 1 SMELL** Natural gas and propane have an odor added to help identify a leak. It will smell like sulfur or 'rotten eggs'.
- 2 SEE** Look for a spot of discolored vegetation amid healthy plants, persistent bubbling in standing water, dirt being blown in the air or a dense white cloud or fog.
- 3 HEAR** Listen for any unusual noise like a hissing or roaring sound. Leaking natural gas can enter locations (including properties that do not have natural gas service) by migrating and entering through openings.

## What To Do If You Detect a Gas Leak

- ✓ Leave immediately on foot and move at least 500 feet away from your home or building and upwind
- ✓ Once safely outside, call FCG at 888.352.5325 (or dial 911, if needed)
- ✗ DO NOT reenter your home or building until you are advised to do so by an emergency professional
- ✗ DO NOT smoke, light a match or do anything that may cause a spark, which could result in an explosion or fire
- ✗ DO NOT try to find or stop the leak
- ✗ DO NOT use a cell phone or telephone until securely outside the location
- ✗ DO NOT turn on or off any electric switches
- ✗ DO NOT ring the doorbell or open any garage doors



**Please be sure to add FCG to your list of emergency contacts!**  
(or dial 911, if needed).



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## Maintaining Gas Lines

FCG is required under federal and state regulations to maintain natural gas and propane service lines up to and including the gas meter. Beyond the meter, the maintenance of any piping (gas fuel lines) is the responsibility of the customer or property owner. Sometimes, a customer's piping may be underground. If customers do not maintain their underground gas lines, the piping may corrode and leak, causing a potential safety hazard. This gas piping should be periodically inspected for leaks, and if metal, the pipes should also be inspected for corrosion. Ask about our Gas Line Coverage available through HomeServe USA.

## Call 811 Before You Dig

If you don't call 811 before you dig, you may hit underground utility lines, which can result in potential injury or worse. Before you pick up a shovel, pick up the phone and call 811 to have your lines marked for free. Not only is it the safe and smart thing to do — it's the law!



Know what's below.  
Call before you dig.



## HOW TO CONTACT FCG IN AN EMERGENCY

FCG Emergency Response is available 24/7. If you suspect a gas leak or related emergency, please call FCG at **888.352.5325** after you've cleared the location.

**888.352.5325** | [floridacitygas.com/prepare](https://floridacitygas.com/prepare)

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