

Ameren Illinois
1.800.755.5000
Ameren.com/Safety

TTY Illinois Relay
711
Itactty.org

JULIE
Underground Locating
811
Illinois1Call.com



NATURAL GAS SAFETY

Know the hazards and share these tips to stay safe.

BEHIND THE SCENES: WHAT HAPPENS WHEN YOU REPORT A NATURAL GAS LEAK?

In 2021, nearly 80,000 concerned customers reported a natural gas leak to Ameren Illinois — and we are so glad they did, even if no leak was confirmed. It saves lives. Here’s a behind-the-scenes view of what happens when you report a possible gas leak:

Our Customer Service personnel will take your call, noting your address and a phone number where you can be reached *away from the location* in question. The representative will then ask additional details about the leak, such as if you notice an odor both indoors and outdoors, and if you are able to see or hear a possible leak. While taking down all details, the representative is actively issuing an order for Ameren Illinois personnel close to the area to respond. The representative will check with you to make sure the



Natural gas is a clean-burning, efficient and safe fuel when mixed with the proper amount of air and ignited by a flame or spark. However, in uncontrolled conditions, such as a leak, natural gas can be flammable and explosive.

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property is accessible. Finally, the representative will review life-saving instructions to follow before you vacate the premises:

- ✓ Evacuate the location immediately.
- ✓ Do not operate light switches, thermostats, garage door openers, appliances, or anything that could generate a spark.

- ✓ Do not unplug phone chargers or any other electrical equipment that could cause a spark.
- ✓ Do not light cigarettes, matches, candles or use anything with an open flame.
- ✓ Do not open windows or doors to ventilate.
- ✓ If you are calling from a landline phone, put the phone down after this call but *do not hang up*.
- ✓ If you are calling from a cell phone, carry it outside with you and then hang up.
- ✓ Do not re-enter the property for any reason until Ameren Illinois personnel tell you it is safe to enter.
- ✓ After vacating the premises, watch for us from a safe distance up or down the street. Do not wait close to the home or building in question.



CALL OR CLICK BEFORE YOU DIG

With one quick call or click to JULIE (Joint Utility Locating Information for Excavators) at **811** or **Illinois1Call.com**, the Illinois One Call System will make sure that all buried utility-owned lines are marked so you can dig safely.

If you dig without calling, you could injure yourself or others or disrupt utility service to an entire neighborhood. You may even have to pay fines and repair costs. Whether you're planting a tree or setting a post — even simply driving a stake into the ground — call or click at least 48 hours before any digging project. The service is free, and it's the law.



SMELL GAS? ACT FAST!

If you notice a rotten egg smell or other signs of a gas leak, leave the premises immediately and call Ameren Illinois at **1.800.755.5000** to report the leak. We respond immediately — any time of the day or night — at no cost to you.

TOO HOT TO HANDLE

To protect yourself and loved ones from scalding injuries, lower your water heater temperature to 120° F (the “low” setting) — or less. The American Burn Association cautions that 120° F is an upper limit for safety and is still potentially dangerous to many people.



CARBON MONOXIDE: THE SILENT KILLER Carbon monoxide (CO) poisoning can occur when fossil fuels are burned without proper ventilation — and the results can be deadly. Potential sources of CO include vehicles, gas appliances, chimneys, charcoal grills and portable kerosene heaters. If anyone in your home is feeling ill with flu-like symptoms and you suspect carbon monoxide poisoning, vacate the premises and call 911. To keep your home safe, install CO detectors (as required by state law) and have a qualified professional inspect your natural gas appliances regularly.

What steps can I take to avoid CO in my home?

- Install carbon monoxide detectors.
- Before winter, have your heating system and natural gas fireplaces checked by a qualified professional.
- Use a mirror to make sure your chimney/flue is not blocked.
- Make sure appliance vents and exhaust ducts are not blocked, are in good condition and are properly connected to exhaust the combustion gases outside.
- Never operate a gas-powered engine in an enclosed space, such as a garage, even when the overhead door is open.

CAN YOU BUILD IT?

Utility pipelines are often located on private property. Easements are right-of-way agreements that allow Ameren Illinois to legally access private property to inspect, repair and replace natural gas pipelines and electric lines that may be buried there.



Easements and rights of way must be taken into account before building a permanent structure, such as a deck or garage, on your property. Otherwise, the new building could hinder our ability to safely access important utility equipment. Before construction begins, ask your contractor to check for any utility easements affecting your property.

PIPELINE SAFETY IS A DAILY

FOCUS Part of a vast national network, our pipeline system includes about 18,000 miles of pipeline and 12 underground gas storage fields. To keep our system safe, we monitor equipment around the clock and perform regular maintenance. If an incident or leak is detected or reported, we respond within the hour — any time of the day or night.

Most pipelines are buried underground. Visit the National Pipeline Mapping System at npms.phmsa.dot.gov for more information about pipelines operating in your area.



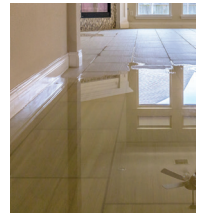
High-visibility markers identify the approximate location of major pipelines in the area and highlight the need for extra care.

PROTECT YOUR HOME FROM FIRE

HAZARDS To keep your home and family safe, never use or store flammable materials near a natural gas fireplace, appliance or wall heater — or anywhere they could be exposed to an open flame. Alcohol, aerosol cans, gasoline, hand sanitizer or nail polish are just a few examples of flammable items commonly stored in homes. For added protection, make sure the combustion door on your water heater (the metal covering that provides access to the flame) is in good condition.

FLOODING CAN CREATE ENERGY HAZARDS

Floodwaters could shift your home or create other conditions that could cause a natural gas leak. If you detect the odor of natural gas, immediately leave your home or business and call Ameren Illinois.



At the customer's request, Ameren Illinois will turn off electric and natural gas service when floodwaters are rising. We will return to restore your service when it is safe to do so.

CUSTOMER-OWNED GAS LINES

Ameren Illinois owns and maintains the natural gas pipelines that run to your gas meter. However, some customers also have buried gas piping that connects to outdoor gas-burning appliances, such as a heater for a pool or detached garage, a permanently installed gas grill, or a natural gas light. You may also have buried piping if the gas fuel line from your meter goes underground before entering a basement or crawl space. This piping belongs to the property owner. Ameren Illinois does not maintain it and JULIE does not locate it. If you have buried gas piping, have a qualified plumbing or heating professional inspect it periodically for leaks and make any necessary repairs.

PIPING, FITTINGS AND CONNECTIONS HAZARDS

Be on the lookout for potential safety hazards that could put you in danger and potentially cause a gas leak, fire or explosion. Inspect your piping, fittings and connections, and be aware of the potential hazards noted below.

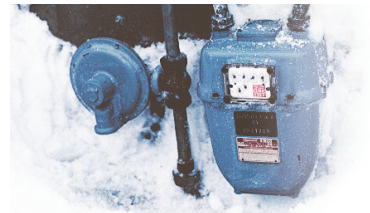
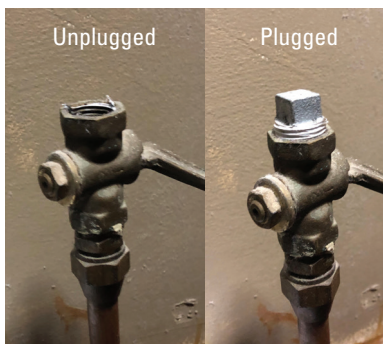
Corrugated Stainless Steel Tubing (CSST) – CSST is a flexible stainless steel pipe used to supply natural gas throughout a home or building and is often coated with yellow or black exterior plastic. CSST must be properly bonded to reduce the risk of gas leaks or fire should lightning strike nearby. A licensed electrician can determine if you have CSST and ensure it is properly bonded and grounded.

Flared Gas Fittings – Copper tubing has been used for natural gas service in homes for years, but over time it can weaken due to corrosion. Breaks or cracks usually occur at “flared” connections between natural gas appliances and house piping. These fittings should be periodically inspected and corrected if there are any visible signs of damage.

Flexible Gas Connectors – These are the shorter corrugated metal tubes that connect the moveable gas appliances to your home or building’s gas supply line. Some older, uncoated brass versions have a serious flaw in how their tubing was joined to their end pieces. These should be replaced by a qualified professional with a stainless-steel connector, as shown on the right.



Unplugged Gas Lines – If you have gas lines that are no longer in use, be sure to install a plug sized for the pipe above the valve. Turning off the valve is not enough because it could be accidentally bumped and release gas even if it’s slightly opened.



KEEP GAS METERS CLEAR

Air needs to circulate freely around the equipment that brings natural gas into your home or business for it to operate properly. In the winter, if snow has accumulated on the meter, use a broom to gently sweep it off. Don’t hit or shake the meter or use tools with sharp edges. Also, be sure to keep furnace and water heater vents clear of snow and ice too.

EXCESS FLOW VALVES are an additional safety feature designed to shut off the flow of natural gas if a gas service line is damaged. You can purchase an excess flow valve and request to have it installed (for a fee) in the natural gas line that serves your home or small business. The work typically takes no more than one day, but the restoration of the work site may take longer. Not every natural gas line can accommodate an excess flow valve. For additional information, please contact Ameren Illinois Construction Services at **1.888.659.4540** or **IllinoisConstruction@ameren.com**.