




3 Sensible Words About Natural Gas

Although the natural gas delivery system is safe, leaks do occur on occasion. Thankfully, they can usually be detected:

-  **Sight** Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.
-  **Smell** Because the gas is odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.
-  **Sound** Natural gas leaks may make a hissing or high-pitch whistling noise.

If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-432-0771.



Budget Now for Winter Bills

Our Budget Billing lets you take control of your expenses and avoid the surprise of seasonally high bills.

During the year, we will review your winter gas usage and make adjustments to your payment amount as necessary in an attempt to avoid a large ending balance.

It's not too late! Enrolling is free and easy. Call **1-888-427-7335** or sign up online at deltaaccount.com today to get more information or to join the growing number of satisfied customers utilizing Delta's Budget Payment Plan.

Delta Emergency Service: 1-800-432-0771

Available 24/7/365

Delta works around the clock to provide you with safe, reliable and affordable natural gas. If you think you smell gas, suspect a leak, or experience an emergency gas outage, fire or explosion, leave the area immediately and then call our 24/7 emergency hotline.

Ask to See ID



Always ask for ID when a Delta Customer Service employee visits your home.

All Delta employees drive Delta-marked vehicles and carry a photo ID with their name and the Delta logo on it. Please contact Customer Service at **1-888-427-7335** with any questions or concerns.



DELTA NATURAL GAS
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An Essential Utilities Company

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DELTAVIEW



Carbon Monoxide and Safety in Your Home

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DELTA NATURAL GAS
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www.deltagas.com



Avoid Hazards

What to Do if You Suspect a Leak

WHAT YOU SHOULD NOT DO IF A LEAK OCCURS:

- + **DO NOT** touch, breathe or make any contact with a leak
- + **DO NOT** light a match, turn light switches on or off, use a cell or home phone, or do anything to create a spark
- + **DO NOT** attempt to extinguish any fire
- + **DO NOT** attempt to operate any valves
- + **DO NOT** open your garage door or attempt to start your vehicle

WHAT YOU SHOULD DO IF A LEAK OCCURS:

- + **DO** leave the home, building and area of the suspected leak, and get to a safe area
- + **DO** call our emergency hotline, which answers 24-hours a day at 1-800-432-0771
- + **DO** call 911 to notify police and fire officials
- + **DO** warn others to stay out of the area

Keep Your Furnace Safe

With colder weather coming our way, Delta encourages you to have a qualified professional inspect your furnace to ensure it runs safely and efficiently this winter.



An inspection helps ensure reliable heat and can prevent potential problems.

Your contractor should:

- + Test the thermostat.
- + Visually inspect the heat exchanger, motor and vents.
- + Lubricate the blower motor.
- + Check the flue.
- + Check the pilot light, unless your furnace features pilotless ignition.

You should:

- + Replace your furnace filters at least three times during each heating season.
- + Make sure your furnace heat registers are free of obstructions.
- + Don't store items near your furnace that might stop or restrict airflow.
- + Never store or use flammable products (including newspapers, flammable liquids or cleaning products) near your natural gas appliances.

Carbon Monoxide and Safety in Your Home

Carbon monoxide (CO) is an odorless, colorless and potentially dangerous gas produced when fuel is burned without enough air for complete combustion. In large amounts, CO can cause headaches, unconsciousness, brain damage and even death.

Possible Symptoms when CO is Present:

- + Headaches
- + Drowsiness/fatigue
- + Nausea
- + Irregular breathing
- + Overall paleness
- + Very red lips and ears



WHAT YOU SHOULD DO RIGHT AWAY:

- + Open windows and doors
- + Move outside
- + Call 911 or your local fire department



Steps You Can Take to Prevent CO:

- + Have appliances checked annually by a certified heating contractor.
- + Make sure your chimney is clean and free of obstructions.
- + Keep air vents for your gas appliances clear.
- + Never use a gas oven or stovetop for heating your home.
- + Do not use portable charcoal or propane grills indoors.
- + Do not run an automobile or gasoline engine in an enclosed space.
- + Use properly installed space heaters that are approved by local fire codes.
- + Check fireplaces for closed or blocked flues.
- + Periodically check range pilots for carbon build up.
- + Use a plug-in carbon monoxide monitor.

