

SEVERE WEATHER SAFETY BULLETIN



Our top priority is safety. With some of our customers facing the potential of severe weather and/or flooding, we would like to share the following information:

Wind-related damage:

- If you see or suspect damage to natural gas lines or facilities due to uprooted trees or wind-related damage, call Piedmont Natural Gas at 1.800.752.7504 or call 911

Call 811 before you dig:

- Call 811 to have your natural gas lines located and marked (for free) before you remove uprooted trees, rebuild storm-damaged structures or dig anywhere on your property

If water has entered your home:

- Do not attempt to disconnect or work on or around your natural gas meter
- Do not attempt to relight any of your natural gas appliances. Call Piedmont at 1.800.752.7504 so we can inspect your meter and your natural gas appliances for possible damage
- Do not attempt to clear flood debris from your natural gas meter or from any other natural gas appliance, including your water heater. Call Piedmont for an assessment
- Never use outdoor equipment indoors for cooking or heating. This includes natural gas grills, generators, etc.

If your natural gas appliances are damaged by water:

- Natural gas appliances damaged by water may need to be replaced according to manufacturer guidelines and instructions
- When choosing a contractor for repair or replacement of your natural gas appliances, make sure the contractor is licensed, committed to safety and follows all manufacturer safety guidelines
- You can choose to work with Piedmont Natural Gas, one of our approved Gas Advantage Dealers, or any other licensed contractor to repair or replace damaged appliances
- For a list of Piedmont's Gas Advantage Dealers, go to www.piedmontng.com
- Note that unauthorized repairs can be unsafe and may void your warranty according to manufacturer guidelines
- Call your appliance manufacturer if you are unsure that the work being performed is an approved repair

If you suspect a natural gas leak (natural gas smells like rotten eggs):

- Leave the premises immediately
- Call Piedmont Natural Gas at 1.800.752.7504 or dial 911
- Do not use your home phone
- Call Piedmont from a neighbor's home
- Use a cell phone only if you are outside the home and away from the smell of natural gas
- Do not use anything electrical inside your home that may cause a spark (this includes all appliances and cell phones)
- Do not attempt to locate the source of the leak
- Do not attempt to stop the leak
- Do not attempt to turn off your natural gas