

What's that Smell?

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



By 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.

By Sight

Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

By 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, 1-800-400-4271.

EMERGENCY CONTACT INFORMATION TO REPORT AN EMERGENCY 24 HOURS A DAY, CALL 1-800-400-4271.

Ask To See ID

Remember to always ask to see ID when a Delta service employee visits your home.

In order to give you peace of mind, Delta requires all of its Customer Service employees to wear photo identification. If you don't see it when one of our employees comes to your home, ask for it. Our employees will gladly show you their photo ID.

ALL Delta employees carry an ID card with their name, photo and the Delta logo. Also, look for a vehicle with the Delta logo. **Please contact Customer Service at 1-800-764-0111 with any questions or concerns.**



Budget Now for Winter Bills

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

The budget plan is your yearly gas usage averaged over a twelve-month period. This allows you to pay a more consistent amount throughout the year. Delta calculates your budget by comparing past usage information for your home with projected weather conditions and rates. To prevent any shortages or overages, Delta will review your gas usage over the past quarter and adjust your budget amount higher or lower.

You can leave Budget Billing at any time; however, when you unenroll, your account balance will be due in full.

Joining Budget Billing is easy! Sign up online at peopleseaccount.com or call us at 1-800-764-0111.



DELTA NATURAL GAS COMPANY, INC.

deltagas.com

3617 Lexington Rd. Winchester, KY 40391

Telephone: (888) 427-7335 • Fax: (859) 744-3623



An Essential Utilities Company

1-800-764-0111 • peoples-gas.com

Individuals with Hearing Loss

Call 711 or 1-800-654-5988 TTY# 1-800-654-5984

@PeoplesNatGas

Carbon Monoxide and Safety in Your Home

JANUARY 2025



An Essential Utilities Company



DELTA NATURAL GAS COMPANY, INC.

www.peoples-gas.com • 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 1-800-400-4271
- **DO** call 911 to notify police and fire officials
- **DO** warn others to stay out of the area

Keep Your Furnace Healthy



Keep your furnace performing at its best with an annual check-up.

Have your furnace and other gas appliances inspected by a qualified professional when cold temperatures arrive.

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.

Also, replace your furnace filters at least three times during each heating season. Keep heat registers and cold air-returns clean and clear of furniture and draperies to help the air flow properly.

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.

