Safe Digging: It's the law!

Before beginning any excavation project, call 811 at least three business days in advance to have underground utilities marked.

811 Know what's below. Call before you dig.

Color Codes for underground lines:

Red
Electric

Orange
Communication/CATV

Yellow
Gas/Oil/Steam

Green
Sewer

Blue
Water

Pink
Temporary Survey Markings

Purple
Irrigation & Slurry Lines

White
Proposed Excavation

Every digging job deserves a call, even small projects like planting trees and shrubs.

Choosing not to make the free phone call to 811 could have serious consequences, such as injuries, disrupted service to entire neighborhoods, fines, and repair costs.

Visit call811.com for more information.

For natural gas emergencies or to report a gas leak, call (252) 467-4800.

For fires or life emergencies, call 911.

For additional information regarding Natural Gas Safety:

Visit the Rocky Mount Public Utilities (RMPU) website at *www.rockymountnc.gov/utilities.*

For quick access to natural gas safety information on the RMPU website, scan this QR code using your smartphone.

www.rockymountnc.gov/utilities/gassafety.html

RMPU ROCKY MOUNT PUBLIC UTILITIES

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RMPU (3/2014)

Natural Gas Safety Information

RMPU ROCKY MOUNT PUBLIC UTILITIES

Rocky Mount Public Utilities (RMPU) recommends the following safety measures for customers using natural gas.

- Look for a steady, blue flame, which indicates the appliance is operating correctly. *Gas logs are the exception as they usually have a yellow flame.*
- Have all gas appliances, furnaces, vents, flues, chimneys and gas lines inspected every year by qualified industry professionals.
- Keep the areas around all appliances and equipment clean and unblocked to allow for proper air flow.
- Make sure there is at least one multipurpose fire extinguisher in the home.
- Never use the stove or oven for anything other than cooking.
- Do not move or install a gas appliance or change the connector in any way without professional assistance.
- Always seek professional assistance for installing gas appliances.
- Do not store household chemicals or combustible materials near gas appliances.

Signs of a Natural Gas Leak

- The strong smell of "rotten eggs"
- A shrill blowing or hissing sound
- Dirt blowing up from a hole in the ground
- Dead or discolored vegetation near a pipeline
- Persistent bubbles in streams, ponds, or wet areas

What does natural gas smell like?

Natural gas is odorless in its natural state. A natural, harmless chemical called mercaptan is added to natural gas to give it the "rotten egg" odor. By having a distinctive odor, customers can more easily detect the presence of natural gas or a potential gas leak.

What to do if there is an odor of gas

1. If the pilot light is out, turn the appliance off and open a window to let gas escape.
2. Do not light a match or use anything electrical that may create a spark, including telephones and flashlights.
3. Wait five minutes and if the smell of gas persists even after turning off the appliance and ventilating the room, do not relight the pilot light.

4. Leave the home and call Rocky Mount Public Utilities at (252) 467-4800 at a safe location far from the smell of gas.
5. The City of Rocky Mount maintains ownership and is responsible for all gas mains and services leading up to the meter. After calling RMPU, a gas technician will be dispatched to check the meter and service lines.
6. If no gas leak or other issue is found with the City-owned equipment, the technician will turn the gas off at the meter to make it safe until the customer can make arrangements with a contractor.
7. All gas lines and appliances from the meter to the interior of the home are the responsibility of the customer and will need to be inspected by a contractor.
8. Once a contractor has determined the home is safe, call RMPU at (252) 467-4800 to have the gas turned back on.

Carbon Monoxide Dangers

One of the dangers of poorly maintained, malfunctioning, or improperly used appliances is carbon monoxide poisoning. If a faulty furnace does not burn natural gas properly, or is not vented properly, carbon monoxide can begin to build in the home. Symptoms of carbon monoxide poisoning are similar to those of the flu (severe headaches, nausea, vomiting, and sleepiness) without a fever. Those experiencing these symptoms should leave the house and call (252) 467-4800 immediately.