

Stay Safe During Severe Weather

Severe weather season is here. Keep this checklist handy to be prepared for whatever mother nature has in store.

Before the Storm

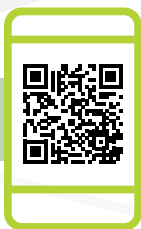
- Know the location of your natural gas meter.
- During severe weather, **DO NOT** turn the natural gas off to your home or business, even if you are evacuated.
- Only Virginia Natural Gas or emergency personnel should turn the meter valve off.

During/After the Storm

- If the odor of gas is present, immediately leave the affected area and **call 911** and our **24-hour emergency response line at 877.572.3342** from a safe location.
- If a gas appliance has been submerged under water, do not try to operate the appliance.
- During clean up and repair, **contact 811** before any digging or removing downed trees that may be entangled with natural gas lines.
- If your meter is damaged or gas line is exposed, immediately leave the area and call our 24-hour emergency response line.

Smell Gas? Act Fast!

- LOOK** for blowing dirt, discolored vegetation or continued bubbling in standing water.
- LISTEN** for a hissing or roaring noise near a natural gas appliance or line.
- SMELL** for the distinctive, rotten-egg odor associated with natural gas.
- LEAVE** the area immediately and move a safe distance away from a potential leak. **DO NOT try to identify the source or stop the leak yourself.**
- AVOID** using any sources of ignition, such as cell phones, cigarettes, matches, flashlights, electronic devices, motorized vehicles, light switches or landlines, as natural gas can ignite from a spark or open flame, possibly causing a fire or explosion.
- CALL 911**, then **call Virginia Natural Gas at 877.572.3342** once you are out of the area of the suspected leak and in a safe place.



Learn More! Scan the QR code.

Virginia Natural Gas Leaks, Odor,
Emergency Line: **877.572.3342**

