

**IF YOU SMELL, HEAR OR SEE GAS**

**1. NO FLAMES OR SPARKS!** Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones, or cell phones. Flames or sparks from these sources can trigger an explosion or fire.



**2. LEAVE THE AREA IMMEDIATELY!** Get everyone out of the building or area where you suspect gas is leaking.



**3. SHUT OFF THE GAS.** Turn off the main gas supply valve on your propane tank if it is safe to do so. To close the valve, turn it to the right (clockwise).



**4. REPORT THE LEAK.** Once you are safely away from the gas leak, call your propane retailer right away. If you can't reach your propane retailer, call 911 or your local fire department.



**5. DO NOT RETURN TO THE BUILDING OR AREA** until your propane retailer, emergency responder, or qualified professional determines that it is safe to do so.



**6. GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, your propane retailer or a qualified professional must check your entire system to ensure it is leak-free.

**CAN YOU SMELL IT?**

Propane smells like rotten eggs, skunk's spray, a dead animal, or garbage. Some people may have difficulty smelling propane. Causes may include age (older people may have a less sensitive sense of smell); medical conditions; such as colds, allergies, or sinus congestion; the effects of medication; alcohol, tobacco, or drugs; tobacco smoke, cooking odors, musty or damp smells, and other strong odors. Consider purchasing a propane gas detector as an additional measure of security.

A propane smell may not wake up someone who is sleeping. It may also be in the area of the building where it may not be detected, such as a basement, attic or garage.

**ODOR LOSS** is an unintended reduction in the concentration of the odor of propane, making it more difficult to smell. Situations that can cause odor loss include the presence of air, water or rust in a propane tank or cylinder; passage of leaking propane through soil; or the exposure to building materials, masonry or fabrics.



**SINCE THERE IS A POSSIBILITY OF ODOR LOSS OR PROBLEMS WITH YOUR SENSE OF SMELL, YOU SHOULD RESPOND IMMEDIATELY TO EVEN A FAINT ODOR OF GAS.**

To learn what propane smells like, customers unfamiliar with that smell should call Suburban's Safety Information Request Center 1-888-223-0029 and order the pamphlets called "Important Propane Safety Information for You and Your Family" and/or an expansive "Propane Safety" booklet to obtain a Scratch and Sniff Test, free of charge.

**PROPANE GAS DETECTORS ARE RECOMMENDED**

Under some circumstances, you might not smell a gas leak. Propane gas detectors are designed to sound an alarm if they sense propane in the air, even if the odorant cannot be detected. Suburban recommends the installation of UL-listed propane gas detectors in basements and where recommended by the manufacturer to provide an additional warning of the presence of propane. They can provide an additional measure of security in structures with little-used areas and for individuals who have difficulty smelling propane.



**GUIDELINES** regarding propane gas detectors:

- Buy only units that are listed by Underwriters Laboratories (UL);
- Follow the manufacturer's instructions regarding installation, use, and maintenance;
- If a detector is sounding an alarm, treat it as an emergency and act immediately, even if you do not smell propane;
- Never ignore the smell of propane, even if no detector is sounding an alarm.