

# KEEP YOUR FAMILY SAFE

## WHAT YOU NEED TO KNOW ABOUT GAS SAFETY

Natural gas powers many heating, cooling, water heating, laundry, and cooking systems and appliances in Palo Alto. **If gas leaks, it can be very dangerous.** To stay safe, follow these tips.

### HOW TO RECOGNIZE A GAS LEAK



#### SMELL

A distinctive, strong odor similar to rotten eggs.



#### SIGHT

A white cloud, mist, fog, bubbles in standing water, blowing dust or vegetation that appears to be dead or dying for no reason.



#### SOUND

A roaring, hissing or whistling sound.

### WHAT TO DO IF YOU RECOGNIZE A GAS LEAK



#### LEAVE THE AREA



#### CALL 911

### WHAT NOT TO DO IF YOU RECOGNIZE A GAS LEAK



#### TURN ON/OFF LIGHTS, APPLIANCES, PHONES, VEHICLES OR EQUIPMENT



#### STRIKE A MATCH OR LIGHTER



#### LOOK FOR A GAS LEAK

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information on the City's compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City's ADA Coordinator at (650) 329-2550 (voice) or email [ada@cityofpaloalto.org](mailto:ada@cityofpaloalto.org). 03/21 Printed on 100% post-consumer recycled paper, bleached without chlorine.

## IMPORTANT CONTACT NUMBERS

**EMERGENCIES:** 911      **LEAKS (24-HOUR):** (650) 329-2579

**BEFORE DIGGING IN YOUR YARD:** 811

**For more information and safety tips, visit:** [cityofpaloalto.org/safeutility](http://cityofpaloalto.org/safeutility)



CITY OF  
**PALO ALTO**  
UTILITIES