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CO PREVENTION

Carbon monoxide (CO) poisoning comes from many sources such as wood, propane, natural gas, charcoal, gasoline and anything else that burns. People can avoid CO poisoning through simple prevention measures and common sense:

- Have your heating system serviced by a qualified technician every year. (This helps ensure that your system is operating safely and that all combustion byproducts vent to the outside.)
- Install a battery-operated, Underwriters Laboratory approved, CO monitor on each level of your home. Check or replace the battery when you change the time on your clocks each spring and fall. Installing a CO monitor should never be a substitute for a professional inspection of home-heating and cooking equipment. Owners of boats and recreational vehicles with propane stoves or heaters should also install CO monitors.
- Seek prompt medical attention if you suspect CO poisoning and are feeling dizzy, light-headed or nauseated.
- Do not use a generator, charcoal grill, camp stove, or other gasoline- or oil-burning device inside your home, basement, garage or outside near an open window.
- Do not run a car or truck inside a garage attached to your house, even if you leave the door open.
- Do not burn anything in a stove or fireplace that is not vented.
- Do not heat your house with a gas oven.

If you think you have CO poisoning and have symptoms as described above, call your poison control center at 1-800-222-1222 or dial 911.



Pipelines: an enviable record of safety, reliability

America's pipeline industry maintains an enviable record of safety and reliability. However, despite strict regulatory oversight and the conscientious efforts of companies like Questar Gas, hazards do exist and emergencies, though infrequent, can occur. Statistics show that the leading cause of pipeline damage is third parties (construction contractors, property owners, excavators, etc.) digging near buried pipelines.



WARNING! Call 811 before you dig — It's the Law!

If you're planning any project that involves digging holes or trenches, remember to call 811 at least two business days before you dig, grade or excavate. The national 811 number will connect you with your local line-location center.

After receiving your call, each participating utility will send a representative to mark its line locations for FREE. After calling, wait two full business days (48 hours) to be sure all lines are marked and you understand where you can dig.

Knowing where buried lines are located may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other buried line. It can spare you repair costs, as well.



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

What to do if you damage a gas line or come across a leaking line

If you damage a gas line or discover natural gas escaping from a broken or leaking line, follow these steps:

- Turn off all machinery and vehicles; eliminate other ignition sources such as open flames; do not use electrical switches, telephones or cell phones.
- Evacuate everyone from the area.
- Do not attempt to make repairs or operate any pipeline valves.
- Do not attempt to extinguish any fires.

(continued ...)

And, one more thing...

It's that time of year again — there's a chill in the air and a long "to do" list: winterize the sprinklers, get the snow tires on the car,

rake the leaves, turn back the clock, and check the batteries

in the smoke detector. What's left? How about a home energy audit?



The onset of winter is the perfect time to measure, evaluate and improve the way your home uses energy. A ThermWise home energy audit includes checking insulation, appliance and window efficiencies and water- and energy-usage patterns. Your customized report will be provided to you along with free measures indicated by your report, for example, pipe insulation, a low-flow shower head, faucet aerators and/or a rebate application for a programmable thermostat.

Don't be left out in the cold. Call Questar Gas at 1-800-695-7375 today to arrange a \$25 audit completed by one of our technicians. Or, cozy up to your computer. Visit www.ThermWise.com for a do-it-yourself audit. Note: the \$25 charge is completely refundable if you participate in one or more of the other ThermWise Rebate Programs.

Oh, and one *more* thing: Limited rebate funds are still available through the 2009 American Recovery and Reinvestment Act (ARRA) for the purchase of energy-efficient appliances. In Utah, visit www.cashforappliancesutah.com and in Wyoming, please visit www.wyomingrebates.com for more information.

What to do if you damage a gas line or come across a leaking line *(continued ...)*

- From a safe place, call 911 or other local emergency responders, including Questar Gas at 1-800-767-1689.

Follow these steps if a line is pulled or jarred or its coating is damaged:

- Stop all work and check for the sound and other signs of escaping gas in the area.
- Do not make repairs or backfill until Questar Gas has inspected the line and repaired any damage. Unrepaired damage to a gas line or coating may eventually cause a failure to occur. Unrepaired damage to a locating wire will cause

difficulty in properly locating a plastic gas line in the future.

- For more information about pipeline safety, call 1-800-323-5517 for a free brochure or view the brochure online at www.questargas.com/brochures/59056.pdf. This brochure is also printed in Spanish at www.questargas.com/brochures/59056_01.pdf.

Habla Español?

Sepa que hacer si usted le pega o descubre un escape de gas natural en la tubería subterránea pidiendo una copia gratis del folleto Pipeline Safety Brochure en español. Por favor llame al 1-800-323-5517.

How to identify an outside gas leak

The following signs may indicate a natural gas pipeline leak or failure:



*A "rotten egg" odor



Hissing, roaring or blowing sound



Dirt being blown into the air



Water being blown into the air at a pond, river or creek



Continuous bubbling in wet, flooded areas



Fire at or near exposed piping



Flames apparently emanating from the ground



Dead or brown vegetation in an otherwise moist or green field

From a safe place, see if you can spot a pipeline marker and call the emergency number or 911 to report a leak or other natural gas emergency. (See image.)

*(Note: In its natural state, natural gas is odorless, colorless and non-toxic. Local utilities such as Questar Gas add a non-toxic chemical odorant called mercaptan to gas supplies to make leaks easier to smell. However, there may be times when the smell of odorant is weak or not present, even though there is a leak. If you suspect a leak for any reason, get to a safe place immediately and call the emergency number or 911. Call 1-800-323-5517 for a free scratch-and-sniff odorant brochure if you don't know the smell.)

