

# INCIDENT RESPONSE NATURAL GAS EMERGENCIES



## KEY POINTS

- Immediately notify the gas company
- Maintain a safe perimeter (public safety and traffic control)
- Control all sources of ignition
- Approach with caution

## INTRODUCTION

If first on the scene of a gas emergency, the fire department must control the site until the gas company arrives. Gas company employees will shut off the gas as fast as possible by following company safety policies and procedures. This handout outlines the **DOs and DON'Ts** for first responders when responding to a natural gas emergency.

### DO

**Notify** the utility if dispatch has not already done so.

**Control** sources of ignition:

- Smoking
- Open flames
- Internal combustion engines/motors
- Electrical equipment

**Position vehicles** upwind if possible.

**Establish** a safety zone.

**Evacuate** public to a safe distance if necessary.

**Monitor** continuously and assess the situation.

**Be alert** for odour, broken pipes, excavation collapse or other unusual signs.

**Check** adjacent structures for indications of natural gas.

**Determine** if possible, the source of the gas release (without risk to responders).

**Coordinate** with the utility company for large-scale evacuations if necessary.

**If a valve must be shut off, leave it off.**

### DO NOT

**Enter** an excavation or gas envelope to control escaping gas.

**Operate** electrical devices (e.g. doorbell, cell phone, portable radio, light switch, etc.).

**Attempt** to stop the flow of gas from a broken pipe.

**Extinguish** outdoor natural gas fires unless there is an immediate threat to life or property (or fire is small and the gas supply can be shut off).

**Enter** into any fenced gas company facilities unless accompanied by a company employee.

### IMPORTANT

When attempting to enter a building suspected of a gas leak  
**DO NOT:**

- Ring the doorbell (knock only)
- Operate light switches
- Operate lamps
- Operate flashlights
- Operate two-way radios
- Operate any electrical equipment unless it is deemed "intrinsically safe" or explosion proof

FOR MORE INFORMATION, CONTACT YOUR LOCAL GAS UTILITY REPRESENTATIVE.

Company:

Representative:

Email:

Phone:

Mobile:

