



Gas safety awareness fact sheet

Emergency situations

Call **13 13 52** if there is an emergency involving your gas supply. This is your gas distributor's 24-hour emergency help line.

Hazards

The hazards of escaping unburnt gas are:

- Fire
- Explosion
- Asphyxiation

The hazards of partially burnt gas are:

- Asphyxiation
- Carbon monoxide poisoning

Please call **13 13 52** if there is an emergency involving your gas supply. This is the gas distributor's 24-hour emergency help line. You should use this number in case of:

- Emergencies
- Smell of gas
- No gas

Gas retailers and distributors have various powers conferred by law to act in emergency situations in order to protect health and safety. Such rights extend to the power to enter land, remove or repair network equipment and to interrupt, suspend or restrict the supply of gas.

Smell of Gas

All hydrocarbon gases have odor added before distribution to the customer. The amount of odorant is specified by law. Some of the compounds used to odorise gas are different but their smell is similar.

A common constituent of odorants is ethyl mercaptan and it is very smelly. The odorant amount added to the gas must be sufficient to make a mixture of one-fifth of the lower explosive limit detectable by smell.

Gas is a safe and efficient source of energy when used properly. Gas appliances and installations incorporate in their designs safety features to protect people and property from malfunctions (usually with appliances). However, without proper installation and use, the potential exists for the appliance not to function correctly

Smells of gas in a building are not normal and steps must be taken to eliminate a hazard or potential hazard that could arise from leaking gas. The points below offer general information on making the situation safe. However, you should always follow the gas suppliers' instructions.

- Turn off the supply of gas to the building at the meter or cylinder. Don't assume that turning off the gas at the meter will stop the leak, as it may be coming from a nearby main or service.
- If you consider it necessary, evacuate the building.
- Eliminate ignition sources by extinguishing any naked flames, preventing smoking, preventing striking of matches and lighters and by not touching any electrical switches.
- If lights are on, leave them on.
- Ventilate the building by opening all the doors and windows.
- Notify the gas supplier. If some of the other factors are more urgent, ask someone else to make the call to the gas supplier.
- Do not enter the gas-affected area.

Consumer responsibilities

Gas installation and usage

Gas supply is transported via underground pipelines. These pipelines can be accidentally damaged resulting in gas disruptions or expensive repair costs. You can minimise these risks by contacting the gas distributor before undertaking major external works or by visiting www.1100.com.au for more information.

As a Synergy customer you have certain obligations in terms of your gas usage. For example you should:

- Maintain your natural gas installation in a safe condition and protect equipment from damage and interference.
- Provide safe unhindered access to the supply address.
- Not use gas in a manner that interferes with the distributor's network equipment.

Gas equipment

You must use only licensed gas fitters for gas connection, appliance and equipment installation.

Synergy strongly advises gas consumers to consider the following

- Read and follow the instructions supplied by the manufacturer for gas appliances and gas equipment before installation and use
- Only use gas appliances and gas equipment for their designated purpose
- Regularly service appliances and equipment using a licensed gas fitter
- Make sure there is adequate ventilation around gas appliances to ensure adequate oxygen supply to enable safe and efficient operation of appliances

Distributor responsibilities

ATCO owns and operates Western Australia's largest gas distribution network (more than 14,000km) servicing the Perth greater metropolitan area and regional centres including Geraldton, Kalgoorlie, Bunbury and Albany.

Reliability and quality of gas supply is the responsibility of the gas distributor. There may be times when your gas supply needs to be disrupted for maintenance, expansion, repair, emergency, health or safety reasons. When your gas service is the subject of an unplanned interruption, Synergy, or the distributor, will endeavour to keep you informed as to the length of the delay. For emergencies or unplanned gas interruptions call ATCO on **13 13 52**.

When your gas service is the subject of a planned interruption, Synergy, or the distributor, will seek to provide you with reasonable advance notice but by no later than any timeframes prescribed by law.

Retailer responsibilities

Synergy will seek to ensure the gas distributor provides gas supply as prescribed by law. However, Synergy does not transport gas to your property, nor do we own gas distribution infrastructure including the meter installed at your premises. Synergy is responsible for the sale and billing of gas to customers.

When you call us we will try and answer your questions immediately. If this is not possible (because we need to speak to a distributor for example) we will get back to you once we have obtained the information you are looking for or we will refer your query to the distributor or ask you to contact the distributor direct.

For more information call Synergy on **13 13 54** 8am-5pm Monday to Friday (excluding public holidays) or visit our website: www.synergy.net.au

Energy*Safety* responsibilities

Energy*Safety* (Department of Mines, Industry Regulation and Safety) is responsible for safety regulation of the Western Australian electricity and gas sectors. Further information is available from Energy*Safety* by calling on 6251 1900 or by visiting its website: <http://www.commerce.wa.gov.au/energysafety/gas-safety-information>