

Safety information about Natural Gas



In this brochure, you'll find some important information about natural gas. Safety tips and actions to encounter when a gas leaking occurs to help you protect your home and family.

What is Natural Gas?

Natural gas is an odourless and colourless fossil fuel, formed from the decomposed remains of plants and animals. You will not be able to smell or see the natural gas, therefore an odorant is added so we can smell the gas before it's piped into your home. This acts as a ready means of leak detection. Don't ignore it but located the leak and contact a gasfitter if needed for further assistance.

While natural gas is being piped into our homes to be used in our daily routines as a source of energy for heating, cooking, hot water and electricity generation. It is no toxicity or poison on its own but can lead to some serious hazards if gas leaks are detected.

If you are exposed to a moderate concentration of natural gas, you may result in a headache or similar symptoms due to oxygen deprivation. But the smell should alert you well in advance of this concentration building up. Natural gas will not explode into flame until the concentration of gas meets a certain level and is within flammable range, as results in an explosion.

Natural Gas vs Liquefied Petroleum Gas

Liquefied Petroleum Gas (LPG) is gas stored as a liquid under pressure in purpose-built cylinders. LPG is used for barbeque, outdoor events and going camping. Due to it higher concentrations and pressure of gas stored in the cylinders, if detected a gas leak may result in some serious hazards. It's important to check your cylinders and fittings are safe to prevent injury to people, fires and damage to property.

To check if LPG cylinders are closed correctly. By using a soapy water solution and spraying on the connection joint. If bubbles appear, there is a leak. Tighten the connection and then retest. If bubbles still appear, isolate the gas and have the fault repaired by a licensed gas fitter or replace the faulty component.

Safety tips on LPG

Don't carry or leave LPG cylinders in closed vehicles, such as vans or cars as may result in explosions and fires.

Don't light up a cigarette in a vehicle that carries flammable gas such as LPG cylinders.

Do keep the LPG cylinders upright and well-ventilated outdoor area.

Do make sure any appliance or hose connected to the LPG cylinders is tightly closed after use, to ensure no leakage. When finishing using it or replacing a portable LPG cylinder

Only use Approved appliances

To ensure your safety on using and buying gas appliances, only use appliances that have been approved by the 5 different Australian Certification Organisations. List of Australian Certification Organisations and gas certificate markings can be found on [SA.GOV.AU - Buying gas appliances \(www.sa.gov.au\)](http://SA.GOV.AU - Buying gas appliances (www.sa.gov.au)).

How to check it? Look for the Certification label or compliance plate with an approval number. This label is promised by the manufacturer and indicates by legal safety requirements for gas appliances have been certified as it is safe to use.

Smell Gas! What to do when there is a Gas Leak?

1. Try to locate the gas smell, whether it is near the gas meter or indoor gas leaking.
2. Switch off your gas meter, if you cannot identify the location of where is coming from after turning off all potential dangers in relation to gas.
3. Open your windows and doors for better ventilation.
4. Contact your licensed gas fitter to repair the escape at the same location away from the gas meter or gas leak area. Don't re-enter your home until it has been inspected by a licensed gas fitter and confirmed its safe

If there is a gas fire, move to a safe location and call 000.

Outdoor Gas Leak

Near your Gas Meter

If the gas smell in the street or between the street and your gas meter, please report the leak immediately on 1800 GAS LEAK (1800 427 532).

If a gas smell on your property, please check and access your gas meter safely to turn your gas supply off and contact a licensed gasfitter.

On or under your property

If the gas pipe runs underground with leakages, other signs may include bubbles on the surface of puddles or patches of dead grass or vegetation.

If you are certain the gas leaking is on your property, please contact a licensed gas fitter. The licensed gas fitter will carry out any work from the gas meter outlet up to and including:

- Pipe work from the gas meter to appliances
- Gas appliances
- Any flues or ducts

Indoor Gas Leak

Do

Go outside immediately, as exiting the property opens all doors and windows and extinguishes open flames.

Locate and turn off the gas and electricity supply under safe access to the meters

Contact the licensed gas fitter outside of the property or use the neighbour's phone if your phone is inside the property

Do not

Don't use a flame to try and find it

Don't use a fan to assist with ventilation

Don't plug in or unplug any electrical appliances or switch them on and off

Don't use a telephone, flashlight or switchers inside the property

Don't smoke or light matches in or near the property

Gas Safety Tips

- ✓ Always check that your gas appliances have been approved by a certification body.
- ✓ Make sure all appliances are regularly serviced according to manufacturer guidelines.
- ✓ If your gas heater is not working properly, you may develop headaches, dizziness, or nausea. Please turn your gas heater off, open the windows and call a licensed gasfitter.
- ✓ Make sure to turn off all gas appliances when you leave the house or go to sleep.
- ✓ Keep your gas oven, stove, and gas meter clean and clear from flammable liquids or fuels that may result in a fire or explosions.

Contacts Details

Gas Emergencies and faults:

Call 1800 017 000

Call 1800 808 526 (SA)

'Dial before you dig': Call 1100 NSW

☎ 13 19 90 – Jemena Gas

VIC

☎ 13 26 91 – Multinet Gas

☎ 13 67 07 – AusNet Services

SA

☎ 1800 427 532 – Australian Gas Networks

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