

GAS SAFETY INFORMATION

Gas awareness and safety

This information contains important things you need to know to ensure you remain safe with your gas supply and appliances at home. Please read this information carefully.

Gas hazards include:

- Fire
- Explosion
- Asphyxiation
- Carbon monoxide poisoning



Natural gas is used in many homes for heating, cooking, and electricity generation. It contains several compounds including methane, propane, ethane, butane and other hydrocarbon gas liquids.

Natural gas is extracted from underground and then treated to remove some of its impurities. Most gas processing facilities have steps to remove the acid gases Hydrogen sulphide and Carbon Dioxide (CO₂) before it's piped into your home; an odorant is also added to natural gas to assist with leak detection.

It is important to detect gas leaks because gas is both poisonous and flammable. It has no colour and is therefore not easily visible to the naked eye. This is why reasonable safety precautions should be taken when using gas. More information at www.energy.safety.sa.gov.au.

Distributors responsible for the safe supply of gas in **Victoria** are:

Ausnet Services (VIC)

www.ausnetservices.com.au

General Enquiry Line 1300 360 795

Faults Line 13 67 07

Australian Gas Networks

www.australiangasnetworks.com.au

General Enquiry Line 1300 001 001

Faults Line 1800 427 532

Multinet

www.multinetgas.com.au

General Enquiry Line 1300 887 501

Faults Line 13 26 91

The distributor responsible for the safe supply of gas in **South Australia** is:

Australian Gas Networks (SA)
www.australiangasnetworks.com.au
General Enquiry Line 1300 001 001
Faults Line 1800 427 532

Distributors responsible for the safe supply of gas in **New South Wales** are:

Australian Gas Networks (NSW)
www.australiangasnetworks.com.au
General Enquiry Line 1300 001 001
Faults Line 1800 427 532

Central Ranges System
www.apa.com.au
General Enquiry Line (02) 6761 5522
Faults Line 1800 427 532

Jemena Gas Networks (NSW)
<https://www.jemena.com.au>
General Enquiry Line 1300 137 078
Faults Line 13 19 09

Wagga Wagga Gas Distribution Network
www.australiangasnetworks.com.au
General Enquiry Line 1300 001 001
Faults Line 1800 427 532

Distributors responsible for the safe supply of gas in **Queensland** are:

Australian Gas Networks (QLD)
www.australiangasnetworks.com.au
General Enquiry Line 1300 001 001
Faults Line 1800 427 532

Allgas Energy
www.apa.com.au
General Enquiry Line (07) 3215 6600
Faults Line 1300 763 106

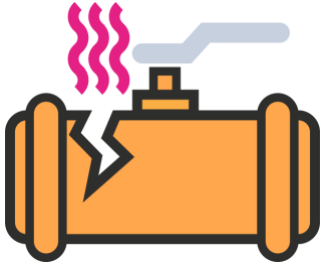
The distributor responsible for the safe supply of gas in **Australia Capital Territory** is:

Evoenergy
www.evoenergy.com.au
General Enquiry Line 13 23 86
Faults Line 13 19 09

The distributor responsible for the safe supply of gas in **Tasmania** is:

Tas Gas Networks
<https://tasgasnetworks.com.au>
General Enquiry Line 1800 770 018
Faults Line 180 211

What do I do if there's a gas leak?



Outside the home:

If you smell gas outside your home, phone the national response centre on **03 9411 3138** immediately and:

1. Explain the situation to the trained professional as accurately as possible.
2. Describe the location and details of the gas escape.
3. If safe to do so, turn off or remove any ignition source (flames, cigarettes, electrical equipment).
4. Call
5. Turn off the gas supply at the gas meter if you can do so safely.
6. If the gas has ignited, keep the area clear until emergency workers can attend.
7. DO NOT try to fight the flames yourself.



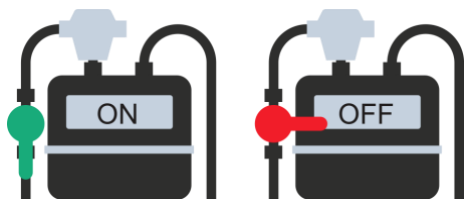
Inside your home:

1. Turn off all gas appliances (cooker, oven, heaters, hot water service).
2. Make sure to also extinguish any pilot light.
3. Turn off your supply at the gas meter.
4. Ventilate the area as much as possible by opening doors and windows.
5. Contact your licensed gas fitter to rectify the leak and restart appliance safely.

Your gas distributor is responsible for maintaining the gas infrastructure up to the meter. The homeowner is responsible for any gas leaks after the gas meter. Detecting, repairing, and maintaining gas infrastructure is a highly skilled job. Never attempt to tackle this work yourself. Always use a professional licenced gas professional. You can confirm the gasfitter's identity card which includes a photo, license status and what work they are qualified to perform.

Do not look for a gas leak with a naked flame or other ignition source. Never use electrical equipment in the vicinity of a gas leak, don't switch on any lights or use even use a flashlight. Avoid any item that could cause a potential spark or source of ignition. Never use a naked flame, lit cigarette, matches, or a lighter anywhere near the gas leak.

How to turn the gas on / off at your property



Your gas meter has a valve controlling the flow of gas from the network to your property. To turn the gas *on* - the valve handle should be in the vertical 'ON' position (green in image above). To turn the gas *off* - the valve handle should be in the horizontal 'OFF' position (red in image above).

Appliances

It's tempting to save money when buying appliances, but never risk buying or using an appliance that is not correctly certified as safe. Australian safety standards are some of the best in the world. Appliances must meet the approved standards of the AGA (Australian Gas Association) or Standards Australia International Global. Look for a blue, green, or red 'Maker's Warranty' label, or a white 'Gas Safety Certified' label.



Appliances must have a compliance plate with an AGA approval number. This confirms they are designed to run specifically on natural gas.

Gas Safety Tips

- Only ever use appliances for their designed purpose.
- Always get your gasfitter to provide you with a gas certificate of compliance when work is done.
- Never store flammable goods (liquids or fuels) or rubbish near the gas meter.
- Never modify or tamper with your gas meter, pipes, or infrastructure.
- Never block any purpose-built ventilation.
- Do not attempt to fix, repair, or alter gas equipment or appliances.
- Keep a gas oven and hot plates clean and free of fat or oil build up.
- Turn gas heaters off when you leave the house or go to sleep.
- Regularly inspect and arrange for maintenance and servicing of gas equipment.
- If you suspect your heater is not operating properly, turn it off and call a licensed gasfitter.

Renovating or digging.



Remember, the gas pipes that feed into the meter and from the meter could be anywhere. Be careful of what's buried or behind walls and fences - it could be a gas pipe. Before demolishing, digging or breaking ground, check with the department of infrastructure. Info available at: <https://www.infrastructure.gov.au/department/media/publications/before-you-dig>