

Your Natural Gas Safety Checklist

UGI Utilities, Inc. is committed to delivering safe and reliable service to our more than 700,000 customers. To help make this happen, we urge customers to follow this safety and service checklist.



Smell Gas, Act Fast! Evacuate Immediately.

An additive gives natural gas a rotten egg smell. If you smell gas, leave the building. Get at least the length of a football field away from the building. Do not turn anything on or off on your way out. Call 911 or UGI at 800-276-2722 only after you are a safe distance away.



Always Call Before You Dig

Before you dig for significant renovations, repairs or even simple landscaping, you must call 811 three business days before digging starts to get your public utility lines marked. If you are digging, it is your responsibility to call; if your contractor is digging, it is their responsibility. It is the law.



Maintain Appliances and Equipment with Annual Inspections

Malfunctioning appliances can lead to carbon monoxide exposure. Staying up to date with all required inspections is essential to ensure appliances and equipment are operating effectively.



Have Working Carbon Monoxide Detectors

Make sure there are working carbon monoxide detectors with fresh batteries on each floor of the building. If it beeps only every 30 seconds, or displays an ERR or END message, it needs to be replaced. If your detector goes off, evacuate immediately and call UGI or 911.



Report Damage to Your Meter

Any damage to your meter can be dangerous. If damage occurs, evacuate and call UGI or 911 immediately from a safe location.



Consider Purchasing Natural Gas Detectors

While natural gas detectors offer an extra layer of safety, they should never replace proper equipment installation and maintenance. Refer to manufacturer specifications on where to install a detector, how to periodically test your alarm and when it is time to replace it.



Natural Gas Flame Should Burn Blue

A healthy flame burns mostly blue, with a slight yellow tip. If the flame is primarily yellow or orange (except for natural gas fireplaces), turn off the appliance immediately and call UGI.

For more information about natural gas safety,
scan the QR code or visit www.UGI.com/BeSafe

