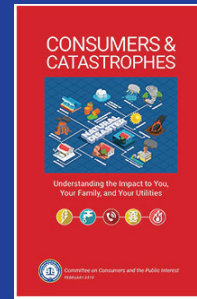


The information below is from a publication, "Consumers & Catastrophes: Understanding the Impact to You, Your Family, and Your Utilities," prepared by the National Association of Regulatory Utility Commissioners' (NARUC) Committee on Consumers and the Public Interest. Download the free NARUC consumer guide.



## Chemical Spills/Gas Leaks

If your **Utility Service or Telecommunications Service** is not available, the impacts could be detrimental to your safety. Along with quality of life issues, key issues are listed in the section describing how chemical spills/gas leaks might impact your utility service.

### How it Might Impact Your Utility Service

#### Telecommunications Service

- Network equipment stops working.
- Utility or on-demand service providers will not be able to connect to customers.
- Consumer electronics will stop working.
- Security systems will be compromised.

#### Electric Service

- Food safety.
- Financial losses.
- Hospitals, air traffic control systems, street lights, modern sewage systems, and most forms of communication may be inoperable.

#### Gas Service

- Exposure to cold weather issues
- Public health and healthcare issues

#### Water Service

- Lack of irrigation for plant and food growth
- Pets and livestock
- Public health and healthcare issues
- Identify two places for your family to meet:
  - Somewhere outside your home.
  - Somewhere away from your neighborhood in case you can't return home.
- Make sure your children are aware of the routes to both locations.
- Plan safe routes away from your home and business to safe ground.
- Practice the plan with your family, including your children.
- Review the emergency plans at your workplace, your children's school or daycare center, and other places where members of your family regularly spend time away from home.
- Keep current important documents in a safe-deposit box.
- Identify any health conditions or disability-related needs of your group and include instructions.
- Decide on where you will go if an evacuation becomes necessary.
- Plan your route and include alternate options.

- Make copies of financial, insurance and medical records and keep them with your emergency plan.
- Each person will need identification and contact information to carry with them in an evacuation, especially children and older adults.
- Review and update your plan as needed -- at least yearly.
- Know the alerts and alarms in your community.

#### **Pack an Emergency Kit**

- Three-day supply of bottled water (one gallon per person, per day)
- First-aid kit, handbook, and essential medications
- Packaged, dried, or canned food and any special diet items
- Special provisions for babies, elderly, disabled family members, and pets
- Non-electric can opener
- Blankets or sleeping bags
- Hand crank and solar combination radio, flashlight, slink sticks, and an off-the-grid communication device, such as GoTenna
- Extra eyeglasses and sets of house and car keys
- Fire extinguisher – A-B-C type
- Rubber boots, rain poncho
- Plastic trash bags
- Spare Cell phone charger
- Sturdy pair of shoes, warm clothing and personal hygiene items
- Cash

### **DURING A GAS LEAK**

**If you. . .**

**SMELL** a distinct sulfur-like odor, similar to rotten eggs, even if it's faint or momentary;  
or

**HEAR** a hissing or roaring coming from the ground or above ground pipeline; or

**SEE** dirt or water blowing into the air, unexplained dead or dying plants or grass, or standing water continuously bubbling:

**Do**

- Open windows (if possible).
- Leave the building immediately.
- Get to a safe distance.
- Call 911 and your natural gas provider.
- Activate your emergency plan.
- Locate your emergency supply kit.
- Follow local alerts on the radio, television, internet and other warning systems.

**Don't**

- Turn the lights or any electrical or electronic device on or off.
- Make phone calls, including your cell phone.
- Light a match, smoke, or operate appliances.
- Re-enter the building until advised by your natural gas provider.
- Operate vehicles or powered equipment until the issue is resolved.
- Stop to email or post the gas leak on social media.
- Do not use elevators; always use stairs.

**AFTER A GAS LEAK**

- Follow instructions by emergency personnel.
- Do not return to your home or building until told to do so by emergency personnel.
- Contact emergency personnel if you still smell gas when you return to your home or building.
- Keep windows open until you no longer smell gas.
- Stay alert to emergency personnel with feedback on gas leak.

**BEFORE A CHEMICAL SPILL****Pack An Emergency Kit**

Before packing your emergency kit, use the same plan used for Gas Leaks.

Your emergency chemical spill kit should include:

- Towel
- Map
- Flashlight
- Batteries
- First Aid Kit
- Battery-operated or hand-crank radio
- Prescription Drugs
- Small Sealed Container of Water
- Non-Perishable Snacks
- Foods
- Plastic Trash Bags
- Eye Glasses
- Hearing Aid (as needed)
- Wide Tape
- Toiletries
- Other Items as needed

## DURING A CHEMICAL SPILL

- Leave the area and close doors to affected area
- Immediately evacuate the building via the shortest and safest exit route. If possible to accomplish within seconds, leave windows and exterior doors open to ventilate the area.
- Go to a safe area or to a pre-assigned exterior assembly area for your building.
- Call Medical Response and HAZMAT Response at 9-1-1 from the nearest phone in safe area.
- If equipped to do so,
  - Don personal protective equipment
  - Obtain spill control materials
  - Contain the spill
  - Dispose of material
- Attend to injured or contaminated person if safe to do so.
- Have person with knowledge of incident or area assist responding emergency personnel.
- Confirm no one is missing and inform emergency responders if someone is unaccounted for.
- Do not use elevators during an evacuation.
- Do not enter a cloud of anything hugging the ground.

## AFTER A CHEMICAL SPILL

- Follow instructions by emergency personnel
- Return to your building
- Stay alert to emergency personnel with feedback on spill cleanup

## DISCLAIMER

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