REPORT AN ELECTRIC OUTAGE

Central Hudson: **800-527-2714**
Con Ed: **800-752-6633**
National Grid: **800-867-5222**
NYSEG: **800-572-1131**
O&R: **877-434-4100**
PSEG-LI: **800-490-0075**
RG&E: **800-743-1701**

REPORT A GAS LEAK

Central Hudson: **800-942-8274**
Con Ed: **800-752-6633**
Corning Gas: **800-834-2134**
National Fuel: **800-444-3130**
National Grid:
Long Island: **800-490-0045**
Metro NYC: **718-643-4050**
Upstate: **800-892-2345**
NYSEG: **800-572-1121**
O&R: **800-533-5325**
RG&E: **800-743-1702**
St. Lawrence/Liberty: **800-673-3301**

CALL BEFORE YOU DIG

Digging or excavation projects can unintentionally damage underground pipes and wires and jeopardize safety. Knowing where utility lines are buried before you dig will help you avoid harming service lines, protect you from injury and prevent disruption in services, property damage and expensive repair costs.

- If you are planning any digging or excavation on your property, you or your excavator is required to call "811" (the National Call Before You Dig number) two to ten working days before you dig.
- 811 is a toll-free call that is available seven days a week, 24 hours a day. Your call will be routed to your local One Call Center. Tell the operator about your project.
- Center personnel will notify the affected utilities (electric, gas, water, cable, etc.) who will send crews to mark the approximate locations of their lines at no cost to you. You will know what is below and can dig safely.

NEW YORK STATE OF OPPORTUNITY. Department of Public Service

Visit **askpsc.dps.ny.gov,** call toll free at **1-800-342-3377** or email **web.questions@dps.ny.gov**

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ELECTRIC SAFETY CONTINUED

STAY AWAY FROM STRAY VOLTAGE: Electric devices that have been damaged, deteriorated or improperly installed can send electricity to nearby objects that can become energized. This "stray voltage" is hazardous to whatever comes into contact with it, particularly animals and people not wearing shoes (footwear provides insulation from electricity).

- When walking outside on rainy or very hot and humid days, avoid contact with anything metal or electrical (street lights, manhole covers, grates or power boxes).
- If you feel a shock or believe your pet was shocked, notify your local electric utility.

GENERAL TIPS FOR PORTABLE GENERATORS:

Emergency generators can be very dangerous if used improperly—follow all safety guidelines printed in the owner's manual.

- Before connecting a portable generator, turn off the main electric breaker or remove main panel fuse to prevent electricity from traveling from the generator to power lines outside your house, which could endanger line crews or neighbors.
- Make sure your generator is properly ventilated to prevent carbon monoxide poisoning. Never use a generator in the home, garage, basement, or other enclosed or partially enclosed area.

NATURAL GAS SAFETY

Natural gas is an important source of energy for many households and businesses: it is used to fuel stoves, water heaters, dryers, furnaces and other appliances. However, if not used carefully, natural gas can be dangerous. Follow these tips to safely use natural gas:

NATURAL GAS SAFETY CONTINUED

LEARN THE SIGNS OF A LEAK: Natural gas leaks are rare, but there are signs that indicate a leak has occurred.

- Smell – a strong odor, like rotten eggs. Natural gas has no scent, so a strong odorant is added to help you smell possible leaks.
- Sight – bubbles in standing water, dirt or debris blowing into the air, or vegetation that appears dead around the pipeline area.
- Sound – a roaring, hissing or whistling sound.

WHAT TO DO IF YOU SUSPECT A GAS LEAK

- Leave – Evacuate everyone from your home immediately and move away from the premises.
- Stop – Don't use/do anything that could create a spark, such as light a match, turn appliances or lights on or off, use a telephone or cell phone, ring a doorbell or start a car.
- Call – Once you are at a safe location, such as a neighbor's house, contact your local gas utility or dial 911.

USE GAS APPLIANCES SAFELY

- Do not use a gas range (oven or burner) to heat your home—prolonged use of an open oven in a closed house or apartment can lead to a build-up of carbon monoxide, an odorless, poisonous gas.
- Never use a gas grill to cook or heat in the house or any enclosed space like the garage or basement. This practice can lead to carbon monoxide poisoning.
- Keep the area around natural gas appliances clean and unblocked.
- Keep cleaning products, gasoline, paints and other combustible materials away from natural gas appliances.
- If the pilot light goes out, make sure all knobs are turned off and wait a few minutes before reigniting. Light the match first and hold it to the pilot light before turning on the gas. If you have difficulty getting the pilot light to reignite, turn the gas valve off and call a repair professional to assist you.

NEW YORK STATE OF OPPORTUNITY. Department of Public Service

ELECTRIC AND NATURAL GAS SAFETY TIPS

A New York State Department of Public Service Consumer Guide

An important responsibility of the New York State Department of Public Service is to ensure that utility service is reliable and as safe as possible. Once electric or gas service is brought to your home or business, however, it is also up to you to help make sure it is used properly and safely. The following tips are provided to help you learn the “do’s” and “don’ts” with regard to gas and electricity use to prevent accidents in and around your home or business.

ELECTRIC SAFETY

Electricity is an essential service that affects virtually every aspect of modern life. However, it is important to understand that coming in contact with electricity can cause burns, shocks, and death. Electrical safety should be observed every time you think about touching something connected to an electrical circuit. Here are a few safety tips to remember:

Inside the Home or Business

USE CORDS WITH CAUTION: Every electrical appliance has a cord, and many people use extension cords to increase the range of electrical outlets.

- Make sure electric cords are in good condition. Replace them if they are frayed, or cracked, or have kinks in them. Do not try to patch them by twisting wires together and taping them.
- Disconnect electric devices from wall outlets using the plug. Do not pull on the cord since this can break the wire connections and cause the cord to short circuit.
- Use extension cords sparingly, and don’t plug too many appliances into one cord. Overloaded cords can overheat and start a fire.
- Run cords in safe, out of the way places: don’t put under rugs, in doorways, or around furniture where they can be stepped on, tripped over, or broken. Damaged cords can cause fire or electric shock.
- Match the cord gauge and length to the electric load it has to carry: make sure it is appropriate for the device being used. For heavy duty or outside work, use three-prong (grounded), waterproof cords.
- Check the cord frequently when using operating machinery to confirm that it has not been damaged during use, e.g. sliced through, frayed, etc.

STAY SMART ABOUT YOUR ELECTRIC SYSTEM:

- Label all circuit breakers and fuse boxes clearly so each switch is clearly marked as to which outlet or appliance it is for.
- Always use the correct size fuse, replacing a fuse with one of a larger size can cause excessive currents in the wiring and possibly start a fire.
- Use power strips or smart strips with surge protectors to save energy and prevent overloaded outlets.
- Place safety covers in unused outlets to protect children and pets.
- Be aware that unusually warm or hot outlets, sparks or flickering lights, buzzing sounds and breakers that continue to trip may be a sign that unsafe wiring conditions exist. Have a qualified electrician perform an inspection and make any necessary repairs.

BE WARY AROUND WATER: Water is a good conductor of electricity and can cause serious injury

- Keep all appliances away from water sources.
- Do not operate any electric appliance or device with wet hands, while standing in water, or while in the bathtub or shower.
- Ground fault circuit interrupter (GFCI) outlets should be located in bathrooms, kitchen, garages, basements, exterior receptacle locations, or other areas near water sources to protect from a dangerous shock in case electricity and water come together.

APPLY SAFETY RULES WITH APPLIANCES

- Follow the instructions in the owner’s manual when installing and operating an appliance. Improper use may cause electric shock or fire.
- Use surge protectors to safeguard appliances and electronics.
- Unplug coffeemakers, toaster ovens and other appliances after using them.

Outside the Home or Business

PAY ATTENTION TO POWER LINES: Overhead power wires are not insulated and carry enough energy to cause serious injury or death. Never assume that a wire is safe to touch. Follow these safety tips:

- Do not place ladders near electric service wires. Keep ladders at least 10 feet away from overhead wires when carrying, moving or raising them.
- Avoid touching a line when working on a roof or structure located near a power line. Keep away from wires when working with tools, pipe, lumber or siding—all of which can conduct electricity.
- Check above and around you when pruning to avoid touching a power line or any limbs that are growing into power lines.
- Do not fly kites, model airplanes or balloons near power lines. Never attempt to move an object (tree limb, kite, plane, etc.) that has gotten tangled in a power line. Call your power company and tell them about the problem.
- Do not climb, play or work in trees near electric wires.
- Never go near wires that are hanging from a pole or on the ground: treat all wires as live and dangerous. Call your electric company immediately. Keep children and pets away from fallen electric wires. If possible, have someone stay at the scene to warn others until a service crew arrives.
- If a line falls on your car, stay in the vehicle until the line is removed or until a power company worker says it is safe. Rubber tires provide insulation that will protect you as long as you stay inside the car.
- Never touch anyone who is being shocked; the shock can spread through body contact.