



Natural gas safety and you

Country Energy has prepared this brochure to assist you in the safe use of natural gas appliances

Properties of natural gas

Natural gas is predominantly methane, an odourless, colourless gas that does not become a liquid at normal temperatures. Natural gas contains traces of carbon dioxide and nitrogen, which are also difficult to detect by smell.

For safety reasons, an odour is added to the gas before it enters your home so that a person with a normal sense of smell can easily detect if any gas is escaping from appliances or piping. The addition of the odour is a requirement of the Gas Supply Act and ensures that, in the unlikely event of a leak, the natural gas can be easily detected and the leak rectified.

Natural gas is lighter than air and mixes more readily with air in comparison to LPG and other fuels that are heavier than air.

Gas meter and regulator functions

When you use natural gas you are supplied with a gas meter to measure the quantity of gas delivered and a regulator to ensure gas is received at the right pressure for safe and efficient use.

The gas regulator is fitted with 'overpressure protection', which ensures your appliances are not subjected to excessive gas pressure. It is essential that you do not damage or adjust the gas meter or regulator in any way. Any defect in the gas meter or regulator should be reported immediately.

Approved natural gas appliances

In order to ensure your safety, it is essential that only appliances designed to burn natural gas be connected to the natural gas network. For this reason, only Australian Gas Association (AGA) approved natural gas appliances should be installed, an AGA badge displayed upon an appliance indicates approval for natural gas use.

On very rare occasions an unapproved AGA appliance may be installed, but only if it has achieved '2nd Tier' approval within the appropriate AGA Appliance Testing Code. In such circumstances, your local gas network operator must provide you with a certificate that states that the appliance has been subject to a successful '2nd Tier' testing.

Qualified tradespeople

Connection to the gas mains, as well as the installation of natural gas appliances and equipment, must be done by a qualified tradesperson (holding a 'gas fitter's licence' – you are entitled to ask to see this) to the AGA code standard.

The tradesperson is required to issue a certificate of compliance to you, certifying that the installation complies with the installation code. A copy of this certificate is also issued to your local gas network operator.

Take care with gas equipment

Your gas installation, including all gas pipework, must not be damaged. Please ensure that pipework is not subject to any impact or pressure which may penetrate or deform it.

What to do when a gas leak occurs

Natural gas systems are designed to minimise the chance of leakage, escape or interruption. However, leaks can sometimes occur and if they do, corrective action should be taken as soon as possible.

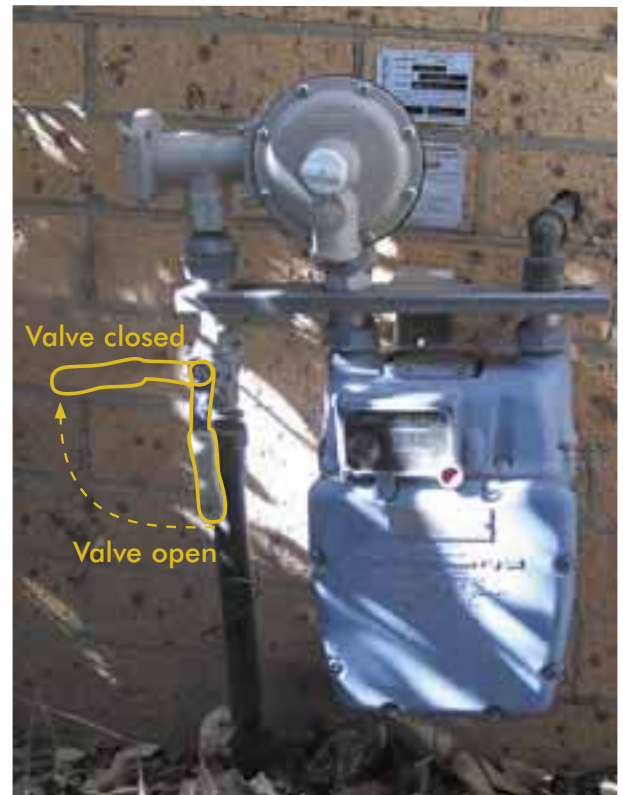
If any part of a gas installation starts leaking, or if you suspect there is a gas leak, the gas supply should be turned off at the isolating valve. (Isolating valves are ball valves and these valves are closed when the handle is at right angles to the pipework). If you are unable to turn the gas off at the isolating valve or, if for example the leak is on the house pipes, the valve at the inlet to the gas meter should be closed (see diagram opposite). In all cases, leaks should be reported immediately to your local gas network operator.

| Gas Network Operator | Phone |
|----------------------|---------------------------------|
| Country Energy | Supply Interruption 13 20 80 |
| AGL/Actew AGL | Gas Emergencies 13 19 09 |

Your local gas network operator's phone number is also listed on your Country Energy bill.

Under no circumstances should a naked flame be used to test for a gas leak and all sources of ignition should be removed when gas can be smelt. Do **NOT** switch on a light or use a mobile phone.

In extreme cases where gas smells are strong, it may be necessary to evacuate the premises (leaving the door and/or windows open).



Emergency procedures

Country Energy has a number of procedures to deal with gas emergencies. An emergency is defined as a “gas escape that can threaten life or property, or an interruption to the supply of gas to a large number of customers”.

If such an emergency arises it is intended that you will become aware of the situation via radio or television announcement or by direct contact.

If you are located in Country Energy’s gas network area, all consumers affected by an interruption to supply will be contacted and their premises ‘made safe’. This process involves isolating the premises to ensure that gas does not escape into the building through appliances that were switched on when the interruption occurred. You should also turn off appliances where the flame has gone out for no obvious reason. Once the supply is safely restored, Country Energy representatives will turn on the gas to your premises.



For more information

| | |
|---|--|
| Albury 429 Swift Street | Leeton* 19 Pine Avenue |
| Armidale Galloway Street | Lismore 81 - 83 Molesworth Street |
| Batemans Bay Shop 7, Bay Centre Plaza, Orient Street | Moree 223 Balo Street |
| Bathurst* 151 - 153 George Street | Mudgee 102 Church Street |
| Bega 219 - 221 Carp Street | Narooma Unit M2, Narooma Plaza, Princes Highway |
| Broken Hill 13 Chloride Street | Narrabri 1 Logan Street |
| Coffs Harbour 102 Thompsons Road | Narrandera* 113 East Street |
| Cooma* 138 Sharp Street | Oberon* 157 Oberon Street |
| Cowra* Shop 12, Calare Building Kendal Street | Orange* 187 Summer Street |
| Dubbo* 168 Macquarie Street | Parkes* Cnr Church & Clarinda Streets |
| Forbes* 91 Lachlan Street | Port Macquarie 8 Buller Street |
| Forster 16 Breese Parade | Queanbeyan* Ground Floor, City Link Plaza, 30 Morisset Street |
| Goulburn* 148 Auburn Street | Tamworth Electra Street |
| Grafton 17 Prince Street | Taree Whitbread Street |
| Griffith* 49 Kooyoo Street | Trundle Forbes Street |
| Gulgong 102 Herbert Street | Tweed Heads 39 Sunshine Avenue |
| Hay 81 Lachlan Street | Wagga Wagga* 2/209 Baylis Street |
| Hillston 151 High Street | Young* 53 Boorowa Street |
| Inverell Burtenshaws Road | |

For more information please contact us on 13 23 56,
or visit www.countryenergy.com.au

* Indicates where natural gas is available. In addition Country Energy can assist customers with natural gas in Adelong, Beelbangera, Blayney, Bombala, Boorowa, Coolamon, Cootamundra, Culcairn, Ganmain, Grong Grong, Gundagai, Gunning, Henty, Holbrook, Maringo, Marrar, Millthorpe, Murrumbidgee, Oberon, Temora, Tumut, Uranquinty, Walla Walla, Wallerawang, West Wyalong and Yanco.