

Natural Gas Safety

If You Smell Gas

Natural gas is odorized to give it a distinctive rotten egg or sulfur like odor. Odorant is maintained at a certain level in natural gas to make it easily detectable if there is a gas leak.

If you smell gas **inside** your home or business:

- Investigate immediately.
- If the source of the odor cannot be located or corrected, **call our office immediately** (24 hours a day). A representative will come to your home or business and make an inspection at no charge to you.

While waiting for a service representative to arrive, follow the precautions below:

- Extinguish any open flames, such as candles or cigarettes
- Open the doors and windows
- Do not strike matches
- Do not turn on or off any lights or appliances – leave all electrical switches as they are
- Do not use the telephone or cell phone
 - Report the problem from your neighbor's phone or other location
- Do not stay in the house
 - If you suspect a gas leak in your home, leave the home immediately

If you smell gas **outside** your home or business:

- Call HUB at (865) 882-3242

How To Report a Gas Leak

Call HUB at (865) 882-3242, 24 hours a day, seven days a week to report any problem or concern. Do not e-mail HUB to report a gas leak.