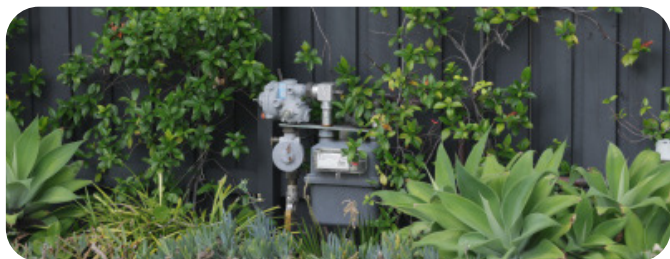


JEMENA GAS SAFETY

GAS SAFETY AT HOME

At Jemena, your safety is our priority. Natural gas is a reliable energy source, but it's essential to stay informed and aware to protect yourself, your loved ones, and your property. Knowing what to do in an emergency, how to maintain your gas appliances, and being alert to any potential hazards can help prevent incidents and ensure everyone's safety.

1. How to Recognise and Respond to a Gas Leak



Recognising a gas leak early can help prevent a serious accident. Here's what to look for and how to respond quickly.

Natural gas has a scent added to help detect leaks, it smells like rotten eggs or cabbage.

If you smell gas:

- Turn off any ignition sources like cooktops or BBQs.
- Remove flammable items like matches and aerosols.
- Leave the area and call Jemena on **131 909** or use our online reporting tool. [**gasleakreport.jemena.com.au**](https://gasleakreport.jemena.com.au)

Important: Never attempt to fix a gas leak on your own.

2. Gas Safety at Home



Maintaining gas appliances and knowing how to safely use them are essential steps for keeping your home safe.

- Only use licensed professionals for installations and repairs.
- Ensure appliances are serviced every two years to maintain efficiency and prevent faults.
- Always obtain a certificate of compliance for installations.
- Be aware of where your gas meter is located and how to turn it off in an emergency.

3. Gas Appliance Safety Tips

Safe practices with your gas appliances can reduce risks of fire or malfunction. Here are some key tips to follow.

- **Regular Servicing:** Ensure your gas appliances are serviced by a licensed professional every regularly to keep them running safely and efficiently.
- **Keep Your Appliances Clean:** Regularly clean your oven, grill, and stovetop to avoid buildup of fats and burnt foods that could become a fire hazard.
- **Avoid Flammable Items:** Keep clothing, paper, and other flammable materials away from gas appliances.
- **Proper Use of Appliances:** Only use gas appliances for their intended purpose. Never use an oven to heat a room or a gas heater to dry clothes.
- **Turn Off When Not in Use:** Always turn off portable gas heaters and cooktops when leaving the house or going to bed.



Know Your Gas Meter

Do you know where your gas meter is? In an emergency, you may need to turn it off.

- Locate your gas meter.
- Learn how to safely turn it off if needed.
- Never tamper with or remove your gas meter, it's dangerous and could result in fines!
- Stay prepared, stay safe!



Top Gas Safety Tip

Always use licensed professionals! Only hire licensed gas specialists or plumbers for:

- Gas appliance installations.
- Regular maintenance and servicing.
- Obtaining certificates of compliance for completed work.
- Don't take chances with gas safety!



Gas Safety at Home

Safety is our top priority, for our customers, people, and communities. But safety is something we can all contribute to. Here are key tips to keep in mind when using natural gas at home:

- **Recognise:** Gas smells like rotten eggs or cabbage, this could signal a leak.
- **Leave:** If you smell gas, turn off ignition sources and leave the area quickly. Don't smoke, use your phone, or light any flames.
- **Report:** Call **131 909** or report the leak **online** at any time.