

# Be gas ready this winter

## Gas safety tips

Natural gas is flammable. Gas appliances can leak carbon monoxide, making them dangerous if not properly serviced.

That's why it's important to use a qualified gasfitter to maintain the safety of your gas appliances in your home or business.



### General advice

- ✓ Get your gas heater serviced by a qualified gasfitter every two years.
- ✓ Always use a qualified gasfitter to service your gas appliances according to the manufacturer's instructions and record the service date.
- ✓ Ask a qualified gasfitter for a Certificate of Compliance for any work they do in your home or business.
- ✓ Don't try to fix your gas heater yourself – this isn't a safe DIY project, you must call a qualified gasfitter.
- ✓ Always use your gas appliances for their intended purpose – e.g. don't use a gas cooker, cooktop or oven as your heater.
- ✓ Don't keep chemicals or pressure packs on or near a gas appliance – heat may cause them to react or explode.
- ✓ If you have a commercial or industrial gas meter, consider installing a wire fence enclosure or bollards around them to protect them from damage or vandalism.

### Carbon monoxide

- ✓ Install a carbon monoxide alarm as a back-up measure.
- ✓ Don't leave your gas heater on overnight or for extended periods.
- ✓ Don't use kitchen rangehoods and bathroom exhaust fans at the same time as your heater. It can create a negative pressure environment, drawing carbon monoxide into living spaces.
- ✓ Make sure your home has enough ventilation – check your permanent ventilation is clear, and leave a window open if necessary, especially if your heater is open-flued.
- ✓ Know the symptoms of carbon monoxide poisoning and act quickly if you notice them.

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If you smell gas inside your home or business:

- ✓ turn off all gas appliances
  - ✓ open all doors and windows for ventilation
  - ✓ contact a qualified gasfitter to repair the leak and turn your gas back on
  - ✓ if you smell gas near your gas meter or the street, call us on **13 67 07**
  - ✓ don't operate electrical equipment close to a suspected gas leak.
- ✓ Learn how to safely turn your gas back on after an outage. Watch our video on 'Turning your gas meter back on and relighting your appliances' at [ausnetservices.com.au/en/Gas/Your-Gas-Meter](https://ausnetservices.com.au/en/Gas/Your-Gas-Meter). If you're uncomfortable doing this, call us on **13 67 07** and we can send someone to help you.
  - ✓ Don't bring outdoor gas appliances inside your home, caravan, car or tent.
  - ✓ If you're a life support customer, make sure your emergency plan is up-to-date and you know what to do during a gas outage. Visit [ausnetservices.com.au/Safety/Life-support-customers](https://ausnetservices.com.au/Safety/Life-support-customers), or call our priority line on **1800 818 832** (24 hours a day, 7 days a week).

Find a qualified gasfitter. Visit [esv.vic.gov.au/safety-education/gas-safety-at-home/](https://esv.vic.gov.au/safety-education/gas-safety-at-home/)



### More gas safety tips

[ausnetservices.com.au/gasready](https://ausnetservices.com.au/gasready)

### Cold weather fact sheet

[betterhealth.vic.gov.au/health/HealthyLiving/Cold-weather](https://betterhealth.vic.gov.au/health/HealthyLiving/Cold-weather)

### Using gas safely

[esv.vic.gov.au/safety-education/gas-safety-at-home/using-gas-safely](https://esv.vic.gov.au/safety-education/gas-safety-at-home/using-gas-safely)

## Need more information?



Gas faults and emergencies line **13 67 07** (24 hours a day, 7 days a week)



[ausnetservices.com.au](https://ausnetservices.com.au)



AusNet Services



We speak your language. If you need an interpreter, please call **13 14 50**.



Provide our phone number when choosing your preferred relay service access option.