

What to do in an Emergency

Gas Leaks and Emergencies

Natural Gas is one of the safest forms of energy, however, as with any energy source, safety precautions should be taken when using the fuel.

If you smell gas in the street or on your property up to and including the gas meter, phone 1300 007 662 and:

1. Give an accurate description of the location and details of the gas escape.
2. Turn off or remove any source of ignition such as naked flames, cigarettes, mobile phones and electrical equipment.
3. Turn off all your household appliances (cooker, oven, heaters, hot water service), and make sure the pilot lights are out.
4. If the gas has ignited, keep clear. DO NOT attempt to extinguish the flame yourself. Immediately call 000

If the gas leak is located after the gas meter, on the outlet pipe connected to your gas appliances, or on the appliance, you will need to contact a licensed gas fitter.

Gas Safety Tips

- Never store flammable liquids or fuels including rags, paper or rubbish near the gas meter
- Ensure that there is easy access to the gas meter in case of an emergency as well as for meter reading, maintenance and replacement.
- Do not dig or bore holes on your property without first locating the gas inlet pipe. If you damage the gas infrastructure while performing such work you may be liable for the cost of repairs and the gas lost.
- Do not attempt to fix, alter or modify your gas meter or gas inlet pipe.
- When landscaping, renovating or installing fences or other structures ensure there is clearance around the gas meter.
- Trim trees and shrubs that block access to or overhang your gas meter.

Who is responsible for the gas infrastructure?

Maranoa Regional Council owns and is responsible for the gas infrastructure. The outlet pipe leading from the meter to any gas appliances belongs to the property owner and its upkeep is their responsibility.