



## Important Natural Gas Odorant Information

This notice is to provide customers and contractors who work on natural gas piping, equipment and appliances with additional safety information on natural gas odorant and the potential for odor fade.

Duke Energy odorizes natural gas delivered through its natural gas system. The Department of Transportation (DOT) and state public utility commissions regulate the odorization of natural gas for leak detection and public safety. Duke Energy routinely monitors odor concentration in the gas system for compliance with the regulatory requirements.

Even though odorant is added to natural gas to assist in the detection of leaks, you should not rely solely on your sense of smell to determine if a gas leak has occurred or is occurring. Some persons may not be able to detect the odorant because of a diminished sense of smell or because the odorant smell is being masked by other odors. In addition, there may be rare conditions, such as odor fade (loss of odorant), which may occur and may cause the odor to diminish so that it is not detectable.

**Odor fade (loss of odorant)** can occur when physical and/or chemical processes cause the level of odorant in the gas to be reduced. These processes include, but are not limited to, adsorption, absorption and oxidation. This can occur more frequently in installations of new gas pipe than in existing pipe.

If a natural gas leak occurs underground, the surrounding soil may cause odor fade. Other factors that may cause odor fade include, but are not limited to the construction and configuration of the customer's gas facilities; the presence of rust, moisture, liquids or other substances in the pipe; and gas composition, pressure and/or flow. Intermittent, little or no gas flow over an extended period of time may also result in the loss of odorant until gas flow increases or becomes more frequent.

**Never purge the contents of a gas line into a confined space. Only a qualified professional should purge a gas line. Purging should be done in a well-ventilated area or by venting the contents to the outside atmosphere away from potential ignition sources. Gas detection equipment should always be used during purging operations or when working on gas piping systems to determine that no natural gas is present that may result in a combustible or hazardous atmosphere.** Refer to the National Fire Prevention (NFPA) Publication 54 – National Fuel Gas Code for additional purging requirements.

**Do NOT rely on your sense of smell alone to detect the presence of natural gas.**

If you suspect a natural gas leak in your home or building:

- For your safety, we recommend that you and anyone else in the home or building leave the premises immediately.
- From a neighbor's home or other safe location, call Duke Energy at 800.634.4300.
- Do not start any vehicle if it is in an attached garage.
- Do not operate an automatic door.
- Do not use matches, open flames, lighters or cigarettes in the home or building.
- Do not turn on or off any electrical switches or appliances.
- Do not use phones (including cellular phones) in the home or building.
- Do not ventilate the home or building in any manner (i.e., do not open windows or use exhaust fans).
- Do not re-enter the home or building until cleared to do so by a Duke Energy representative.
- Watch for the Duke Energy vehicle to arrive and meet the representative at or near the truck.

For additional safety information, please visit our website at [duke-energy.com](http://duke-energy.com).