CARBON MONOXIDE: THE SILENT KILLER
Carbon monoxide (CO) is tasteless, odorless and colorless – anything but harmless.

CO poisoning can occur when fossil fuels are burned without proper ventilation – and the results can be deadly. Potential sources of CO include vehicles, gas appliances, chimneys, charcoal grills and portable kerosene heaters.

If anyone in your home is feeling ill with flu-like symptoms and you suspect carbon monoxide poisoning, vacate the premises, get fresh air and call the Illinois Poison Control Center at 1.800.222.1222.

To keep your home safe, install CO detectors (as required by state law) and have a qualified professional inspect your natural gas appliances regularly.
GAS SPACE HEATERS NEED FRESH AIR
Ventless natural gas space heaters need fresh air to operate safely and effectively. Without it, they can deplete oxygen and produce dangerous levels of carbon monoxide in your home.

To avoid the risk of carbon monoxide poisoning, be sure the heater has enough fresh air and is equipped with an oxygen depletion sensor. Many manufacturers will recommend that you open a window an inch or two in the room where the heater is operating. Ventless natural gas heaters are to be used as a supplemental heat source only and should not be used in mobile homes.

How to Identify a Possible Natural Gas Leak

HEAR
If you hear a hissing or a roar, it could be a natural gas leak.

SMELL
Natural gas has a distinct smell similar to a “rotten egg” smell. We add that stink to our system to keep you safe, so please call if you smell a leak.

SEE
If you see an unusual area of dead vegetation, blowing dirt, or bubbling water, it could be a natural gas leak.

DON’T WAIT
OR IT MIGHT BE TOO LATE!
Anytime you suspect a gas leak, call 1.800.755.5000 immediately. Don’t assume someone else has already made the call. We will respond to emergencies at no cost to ensure your safety.

INSPECT NATURAL GAS EQUIPMENT IN YOUR HOME
To keep your home safe, have all natural gas appliances, fittings, connections and interior piping inspected regularly by a qualified professional. Be on the lookout for these issues in particular:

- Flared Gas Fittings – Over time, corrosion can weaken the flared fittings used to connect copper tubing to house piping and gas appliances. A break can lead to a gas leak, fire or explosion.
- Corrugated Stainless Steel Tubing (CSST) – This flexible piping — used to install natural gas appliances — must be properly bonded and grounded. Otherwise, lightning can travel through it, causing a gas leak and possibly a fire.
- Flexible Gas Connectors – These corrugated metal tubes connect gas appliances in your home to gas supply pipes. Some older flexible gas connectors made of uncoated brass have a serious flaw that could lead to a gas leak, fire or explosion.

Don’t take chances! Have a qualified plumbing or heating professional replace any copper or uncoated brass connectors (or connectors that have been installed for 10 years or longer) immediately with new plastic-coated brass or stainless steel connectors certified by the American Gas Association. Also make sure any CSST has the proper lightning protection.

NATURAL DISASTERS
From tornadoes to floods, natural disasters can lead to hidden hazards related to your utility service. If your home suffers structural damage from a disaster and you smell or hear the sound of escaping gas, immediately evacuate the premises and call Ameren Illinois. Do not turn lights on or off, operate any electrical devices, use a phone or light a match inside or near the building.

Do not attempt to relight any appliance or pilot lights. Ameren Illinois personnel will restore gas service when it is safe to do so.

In the case of flooding, if an electrical or natural gas appliance has been in contact with water, have a professional check it before you attempt to use it.

LEARN MORE ABOUT ENERGY SAFETY
Ameren.com/Safety

KEEP GAS METERS CLEAR
Snow makes for a lovely landscape, but it can lead to problems for your natural gas service. To operate properly, air needs to circulate freely around the equipment that brings natural gas into your home. If snow has accumulated on the meter, use a broom to gently sweep it off. Remove any icicles hanging above your meter, too. Never hit or shake natural gas equipment and don’t use tools with sharp edges to remove snow or ice. Be sure to keep furnace and water heater vents clear of snow and ice, too.

TOO HOT TO HANDLE
If you’re not careful, everyday activities like cooking and bathing can lead to serious scalding burns. To protect your loved ones, lower your water heater temperature to 120° Fahrenheit (the “low” setting).