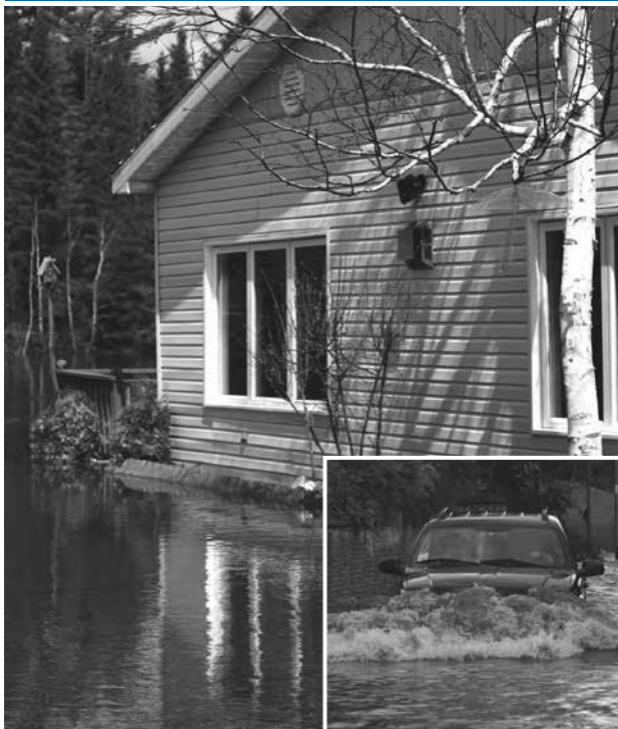


# Responding to Flood Emergencies Involving Natural Gas



## Guidelines for First Responders

PEOPLES GAS®  
NATURAL GAS DELIVERY

NORTH SHORE GAS®  
NATURAL GAS DELIVERY

## Be Aware of Natural Gas Hazards

- Natural gas has a distinct odor of rotten eggs. If you smell this odor in a flooding situation notify Peoples Gas or North Shore Gas immediately.
- Do not enter gate stations or any other utility fenced in areas.

## MAKE THE RIGHT CALL

Be sure to contact Peoples Gas, North Shore Gas or the local gas and electric company in any flooding situation.

**Peoples Gas Emergency: 866-556-6002**

**North Shore Gas Emergency: 866-556-6005**

## Quick Reference Guide

Here is a list of items that you should use to guide you through emergency responses in flooded areas.

### PUBLIC SAFETY

- Contact Peoples Gas or North Shore Gas immediately at:  
**Peoples Gas: 866-556-6002**  
**North Shore Gas: 866-556-6005**
- Secure area and remove any occupants
- Prevent access to flooded areas
- Identify special needs households and offer assistance
- Provide secured access for home owners
- Identify any hazardous areas (i.e. downed power lines, gas odors, etc.)
- Do not allow occupants to return until conditions are safe

## EMERGENCY RESPONDER SAFETY

- Avoid entering basements
- Monitor rising waters and any smell of gas
- Keep in contact with Peoples Gas or North Shore Gas
- Do not shut off any service unless gas is leaking
- Never assume a downed wire is dead
- Do not enter substations or any utility fenced in areas
- Be cautious of weakened basement structures (collapsing walls, windows, etc.) that may create a suction effect
- Be aware of uneven ground and unseen obstacles underwater
- Be aware of manhole covers removed by backpressure and suction into manholes as water recedes

## UTILITY SHUT-OFF PROCEDURES

- Call Peoples Gas or North Shore Gas for utility shutoff at:  
**Peoples Gas: 866-556-6002**  
**North Shore Gas: 866-556-6005**

## UTILITY RESTORATION PROCEDURES

- Utility will restore service when conditions are safe
- Flooded appliances need to be inspected by appliance dealers prior to restoration

## Key Messages for the General Public

- Natural gas restoration will take time. Services may be off for several days, so please be patient.
- Our primary goal at this time is to keep everyone safe.
- All water will need to be removed from homes, and appliances must be inspected prior to natural gas restoration.

## For More Information

For additional safety information or to inquire about safety training opportunities, please call Peoples Gas or North Shore Gas at **773-542-7977** or visit **[www.peoplesgasdelivery.com](http://www.peoplesgasdelivery.com)** or **[www.northshoregasdelivery.com](http://www.northshoregasdelivery.com)**.