

What to do if You Smell Gas

Natural gas is colourless, odourless and non-poisonous—but it is highly flammable. To keep our customers safe, we add a rotten-egg smell so that the presence of natural gas can be easily detected.

If a slight smell of gas is detected inside your building:

- Call Heritage Gas immediately at **1-866-313-3030**
- Open doors and windows for ventilation

If the smell gets stronger or if it is accompanied by a hissing sound:

- Leave your house immediately, leaving the doors and windows open
- Call Heritage Gas from a safe distance at **1-866-313-3030**

If the smell of gas is detected outside:

- Call Heritage Gas immediately at **1-866-313-3030**
- Stay clear of the area. If you are inside, keep doors and windows closed
- Do not use open flames or create any other potential sources of ignition

If you suspect you are near a gas leak (inside or outside):

- Do not use your telephone – leave the area before calling Heritage Gas at **1-866-313-3030**
- Do not turn on any electrical or appliance switches
- Do not start any vehicles
- Do not use lighters or smoke

When you call Heritage Gas:

- Call from a safe location
- Provide the representative with your name and location
- Provide contact information where we can reach you
- Stay on the line to be connected with a technician

Heritage Gas has Technicians On-Call 24/7 to respond to situations involving natural gas.

Call 1-866-313-3030

