

Natural Gas and Electric Safety



Working together

As an individual, your efficient use of energy brings benefits such as energy savings, improved comfort levels in your home and a reduced personal impact on the environment.

Acting together, our individual choices add up—for the benefit of our community, our environment and our energy future. That's the power of working together. Energy efficiency is a key strategy for creating a more sustainable future. By working together to advance energy efficiency and conservation, cleaner energy sources and new technologies, we can achieve our goal of net-zero carbon electricity by 2050.

As your community energy company, we are committed to sharing our experience and energy expertise. You can always contact us for:

- Answers to your energy questions.
- Energy efficiency information and advice.
- Help in evaluating energy-saving options.
- Assistance in finding energy-efficient products.

Visit [mge.com](https://www.mge.com) for your energy-related needs.

Your safety is very important to us.

Call Madison Gas and Electric's (MGE) emergency line to report a natural gas odor/possible leak or loss of electric service.

- Gas - Madison-area calls:
608-252-1111
- Electric - Madison-area calls:
608-252-7111
- Outside of the Madison area:
1-800-245-1123



Gas Safety - If you smell gas:

In the house

If you smell a natural gas odor:

- Don't smoke; don't light a match; don't use your phone. Don't touch any electrical switches. Do nothing that could cause a spark.
- Immediately exit the home and call MGE from a safe distance away from the gas odor.
- Stay away from your home until you've been told that it is safe to return.

Faint odor? Strong odor?

A faint natural gas odor coming from an appliance could mean its pilot light has gone out or a burner valve has been left slightly open. It's easy to correct these problems.

If the odor is strong and hard to trace, be sure to leave the area and call MGE immediately.

If the pilot light is out

- Check the manufacturer’s instructions and follow them exactly.
- Don’t try any measures not mentioned in the owner’s manual.
- If you aren’t sure what to do, do not try any remedies on your own.
- Call a qualified service technician or MGE.

Outdoors

If you smell gas when outdoors, there may be a leak in an underground pipeline. Call MGE’s emergency line at 608-252-1111 or 1-800-245-1123 if you notice:

- The distinctive “rotten egg” odor that MGE adds to natural gas.
- Dead or dying vegetation for no apparent reason.
- A white cloud, mist, fog, bubbles in standing water or blowing dust.
- Unusual noise such as roaring, hissing or whistling.

Practice safety before you dig



If you are planning a project that requires digging, be sure to **contact Diggers Hotline at least three business days before you begin**. Call 811 toll-free or call 1-800-242-8511, 24 hours a day, 7 days a week or file a request online at diggershotline.com.



Participating municipalities and utilities will mark the location of their underground lines.

Damaging underground pipes or cables is not only dangerous, it also can be expensive if you have not contacted Diggers Hotline before digging. If you damage a gas line while digging, call 911 and MGE immediately.

Electric Safety

- Never place electrical equipment where it could fall into water.
- Check all cords periodically to be sure they are in good condition.
- Don't overload extension cords. Never touch an appliance or switch it on or off with wet hands.
- Don't use extension cords as a substitute for permanent wiring.
- Teach children at an early age about electricity and the importance of practicing electric safety.

Indoor safety tips

- Unplug small appliances and equipment when not in use.
- At home, keep electrical cords away from toddlers or pets. Cover unused outlets with plug protectors.

Outdoor safety tips

- Stay clear of substations and power lines. Look up to be sure that you or what you are carrying stays at least 10 feet away from overhead lines.
- Be careful with extension ladders, scaffolds and other long objects. Stay away from overhead lines.
- Don't fly kites or climb trees near electric lines.
- Be sure your outdoor wiring is on a separate circuit of sufficient amperage for your heavy-duty equipment and power tools.
- Don't touch the electrical service entrance to your building when painting or doing other repairs.
- Keep radios, TVs and other electrical appliances away from your swimming pool or hot tub.



If your lights go out

See if your neighbors' power is out:

- If it's not, check your fuses or circuit breakers.
- If it is, look out your windows for anything unusual like fallen wires or tree limbs on a line. Stay away from any downed wires.



- Call MGE at 608-252-7111 to report the situation at your home.
- Check online for outage information at mge.com/outage.
- Unplug sensitive electronic equipment and turn off light switches to help prevent overloads when power is restored.
- Keep refrigerator and freezer doors closed.
- If your power remains out after your neighbor has lights, call MGE.

If a storm knocks out your power

Don't assume we know you are without power. Call MGE to get your address on our restoration list. We'll call to check that the lights are back on.

Call us at:

- 608-252-7111 or
- Toll-free at 1-800-245-1123.



If your power is out, call us. Your calls are extremely important in helping our restoration team assess the extent of damage.

Working together, we can make a difference.

If you have questions about natural gas safety, please call 608-252-7222.

If you have a natural gas emergency, please call:

- 911
- Gas Emergency Number: 608-252-1111 or 1-800-245-1123


Lights out/other emergencies:

- 608-252-7111 or 1-800-245-1123
- Get more energy information at *mge.com*

Billing and general information:

- 608-252-7222 or 1-800-245-1125
- Home Energy Line: 608-252-7117
- Business Help Line: 608-252-7007



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