



An Exelon Company

Natural Gas Incident Response Summary

Follow these important guidelines when responding to a natural gas leak, fire or explosion.

If you need BGE to respond to a gas emergency, call **1.800.685.0123**.

To learn more about first responder safety, visit **[BGE.com/FirstResponder](https://www.bge.com/FirstResponder)**.

Do:

- Keep BGE informed of any developments through your dispatcher.
- Consult with BGE representatives upon your arrival at the incident scene.
- Evacuate per the DOT Emergency Response Guide.
- Barricade or rope off the area, rerouting pedestrians and traffic if necessary.
- If there is a strong gas odor or your monitoring equipment detects natural gas nearing or exceeding concentrations of 5 percent, evacuate buildings and bystanders.
- Knock on doors instead of ringing doorbells.
- Instruct those in the area and building occupants not to turn any electrical equipment on or off. This includes lights, appliances, motors, circuit breakers and any battery-powered devices.
- Eliminate sources of static electricity: Do not step on doormats, rub hands, or shuffle feet.
- Check other buildings in the surrounding area for the presence of gas.
- Alert the local electric utility through your dispatcher if the situation warrants a discontinuation of electric service to a building.

Don't:

- Don't enter buildings without wearing personal protective equipment (PPE) and positive-pressure SCBA.
- Do not step on doormats. Friction from boots could create a spark of static electricity.
- Don't try to extinguish burning gas.
- Don't operate any gas valves other than the aboveground shutoff valve before the service meter or appliance supply line shutoff valves. Never handle underground pipeline valves or relief valves.
- Don't open any gas valve that has been shut off.
- Don't park vehicles nearby or leave engines running if a street leak is suspected.
- Don't park in front of buildings where a gas leak is suspected.
- Don't park directly over manhole covers or near storm sewer grates.
- Don't ventilate a building without first coordinating with BGE personnel and verifying gas has been shut off and ignition sources have been eliminated.