

**MAKE  
SURE  
YOUR NOSE  
KNOWS  
THIS ODOR!**



**Scratch the  
Flame and Sniff.**

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For your safety it is important that everyone in your household or business recognizes this odor. It is the distinctive odor we add to natural gas, so you can detect even small amounts of escaping natural gas.

Used properly, natural gas is a safe, reliable and efficient fuel. But, escaping natural gas can signal potential danger.

Turn this insert over to find out what to do if you smell the odor of natural gas.

# What to do if you smell this odor

## In a home or building

1. Do not use matches, electrical switches, appliances, or phones when an odor of natural gas is present.
2. Leave the home or building and call Duke Energy from a nearby, safer location and stay there until a Duke Energy representative arrives.
3. Do not re-enter the home or building until the representative determines it is safe.

## Outdoors in an open area

1. Eliminate potential sources of ignition. Sparks from motor vehicles, phones, electric tools, lighted cigarettes or matches call all be dangerous.
2. Leave the area of the natural gas leak and call us from another location. Stay there until a Duke Energy representative determines it is safe to return.

## Appliance inspection

Duke Energy recommends that customers have their natural gas appliances inspected according to manufacturer recommendations. The inspection should be conducted by a certified technician. Remember, the cost of an inspection is an investment in your family's safety.

**For more information on natural gas safety visit [www.duke-energy.com](http://www.duke-energy.com).**

## CONTACT US

In a natural gas emergency, call 911 and Duke Energy at:

**513-651-4466**

or

**1-800-634-4300**