

## Gas Appliance Safety

The most common earthquake damage to a building's gas system results from structural damage to the building and the movement or toppling of gas appliances. Inspect your building and appliances to ensure they are able to withstand a significant earthquake.

- \* Restrain water heaters and other gas appliances or furniture to prevent tipping. Significant improvements in gas safety can be accomplished by preventing gas appliances from moving or falling over during an earthquake, especially water heaters. California law requires that all water heaters are braced, anchored or strapped to resist falling or moving during an earthquake. Commercially available hardware kits provide a reliable means to restrain water heaters, and other guidelines for earthquake bracing are available at the State of California website [www.oes.ca.gov](http://www.oes.ca.gov).
- \* If your water heater is on an elevated platform, assure the platform is properly reinforced to withstand the weight of the water heater during an earthquake.

- \* For all gas appliances, flexible gas piping connections should be used to connect them to the gas houseline (the gas pipe connecting your appliances to the gas meter) to reduce the likelihood of damage if movement should occur.
- \* You should have an appliance gas shutoff valve installed at each gas appliance that lets you turn off the gas to that appliance only if there is a gas leak, or the appliance needs to be replaced or serviced.

### Emergency Numbers

Sunnyvale Department of Public Safety  
9-1-1  
408-736-6244

Pacific, Gas & Electric Company  
Customer Service 1-800-743-5000  
Report an Outage 1-800-743-5002  
[www.pge.com](http://www.pge.com)

Information provided by PGE

Sunnyvale Department of Public Safety  
700 All America Way  
Sunnyvale, CA 94086  
408-730-7190

## PG&E NATURAL GAS SAFETY

*Office of Emergency Services*

[oes.insunnyvale.org](http://oes.insunnyvale.org)

## Natural Gas is Odorless

Do you know what to do when you smell gas or hear a hissing noise along the pipeline. If your answer is “no,” this guide will provide you with some simple instructions to follow upon discovering a gas leak.

Natural gas is odorless and colorless. Before gas goes into the distribution system, a substance called “mercaptan” is added, which

provides a strong sulfur-like odor. This substance is so highly concentrated even the smallest amount of gas is easily smelled, which warns us of a gas leak. By following these simple instructions you will be able to keep your family safe.



- \* Keep a flashlight handy to investigate minor gas odors. Never use matches or candles to look for gas leaks, and never turn any electric switches on or off if you suspect a gas leak.
- \* Check pilot lights to see if they are lit. If the smell of gas continues, or if you have any doubts, open windows and doors and get everyone out of the house. Once outside of the house call 9-1-1.

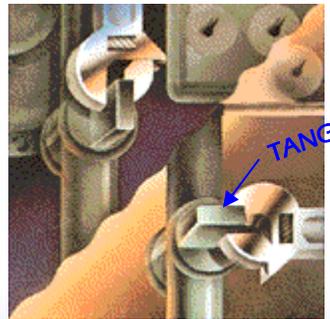
## Location of the Shutoff Valve

- \* Knowing the location of your main gas service shutoff valve will help you turn off the gas supply to your house quickly in case of an emergency. The location of the valve can vary depending on the type of home you may have and when it was installed.

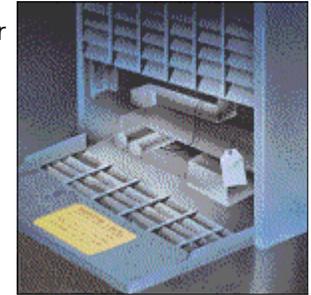
## When to Turn Off Your Gas

Do not shut off the gas unless you smell gas, hear gas escaping, see a broken gas line or if you suspect a gas leak. If you shut off the gas, there may be a considerable delay before PG&E can turn your service on. Once the gas is shut off at the meter, do not try to turn it back on yourself. If the gas service shutoff valve is closed, PG&E or another qualified professional should perform a safety inspection before the gas service is restored and the appliance pilots are lit.

In an emergency, your gas can be turned off at the main gas service shutoff valve normally located near your gas meter. Using a 12 to 15 inch adjustable pipe or crescent-type wrench or other suitable tool, give the valve a quarter turn in either direction; the valve is closed when the tang (the part you put the wrench on) is crosswise to the pipe.



- \* Know where your [main gas service shutoff valve](#) is located



- \* Keep an adjustable pipe or crescent-type wrench available to turn off the gas in case of an emergency.
- \* Know how to shut off the gas at the gas service shutoff valve.
- \* Leave it off until service can be restored safely by PG&E or another qualified professional
- \* If your gas service is configured differently from the one described and you wish to know how to turn off your gas, please contact PG&E.
- \* Know which of your appliances have a pilot light.
- \* Know how to relight any pilot lights following the appliance manufacturers' instructions. Often, basic relight instructions are located inside the main burner compartment door. If you cannot relight the pilot light yourself, call PG&E or another qualified professional for assistance.
- \* If the pilot light is out, shut the gas off at the appliances gas shutoff valve. Always wait five minutes to let gas disperse before trying to relight an appliance pilot light.