

Be gas ready

Gas safety tips

Natural gas is flammable. Gas appliances can leak carbon monoxide, making them dangerous if not properly serviced.

That's why it's important to use a qualified gasfitter to maintain the safety of your gas appliances in your home or business.



General advice

- ✓ Get your gas heater serviced by a qualified gasfitter every two years.
- ✓ Always use a qualified gasfitter to service your gas appliances according to the manufacturer's instructions and record the service date.
- ✓ Ask a qualified gasfitter for a Certificate of Compliance for any work they do in your home or business.
- ✓ Don't try to fix your gas heater yourself – this isn't a safe DIY project, you must call a qualified gasfitter.
- ✓ Always use your gas appliances for their intended purpose – e.g. don't use a gas cooker, cooktop or oven as your heater.
- ✓ Don't keep chemicals or pressure packs on or near a gas appliance – heat may cause them to react or explode.
- ✓ If you have a commercial or industrial gas meter, consider installing a wire fence enclosure or bollards around them to protect them from damage or vandalism.

Carbon monoxide

- ✓ Consider installing a carbon monoxide alarm as a safety measure.
- ✓ Don't leave your gas heater on overnight or for a long time.
- ✓ Don't use kitchen rangehoods and bathroom exhaust fans at the same time as your heater. It can create a negative pressure environment, drawing carbon monoxide into living spaces.
- ✓ Make sure your home has enough ventilation – check your permanent ventilation is clear and leave a window open if necessary, especially if your heater is open-flued.
- ✓ Know the symptoms of carbon monoxide poisoning and act quickly if you notice them.
- ✓ If you're renting, be sure your gas appliances have been checked by a registered gasfitter in the last two years. Your rental provider must disclose the date of the most recent safety check if asked.

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If you smell gas in your property

If you smell gas inside your home or business:

- ✓ turn off all gas appliances
- ✓ open all doors and windows for ventilation
- ✓ contact a qualified gasfitter to repair the leak and turn your gas back on
- ✓ don't operate electrical equipment close to a suspected gas leak
- ✓ never use petrol or flammable materials near a gas appliance.

If you smell gas near your gas meter or the street, call us on **13 67 07**.

Find a qualified gasfitter at:
energysafe.vic.gov.au/community-safety/working-tradespeople/gasfitters

- ✓ If your gas appliances have been affected by flooding, a licensed gasfitter will need to check your gas line.
- ✓ Learn how to safely turn your gas back on after an outage. Watch our video on 'Turning your gas meter back on and relighting your appliances' at: ausnet.com.au/gas/get-to-know-your-gas-meter. If you're uncomfortable doing this, call us on **13 67 07** and we can send someone to help you.
- ✓ Don't bring outdoor gas appliances inside your home, caravan, car or tent.
- ✓ If you're a life support customer, make sure your emergency plan is up-to-date and you know what to do during a gas outage. Visit: ausnet.com.au/life-support-customers, or call our priority line on **1800 818 832** (24 hours a day, 7 days a week).



More gas safety tips

Be gas ready

ausnet.com.au/gasready

Better Health – Coping without gas or electricity

betterhealth.vic.gov.au/health/servicesandsupport/emergencies-coping-without-gas-or-electricity

Using gas safely

energysafe.vic.gov.au/community-safety/energy-safety-guides/home-safety/using-gas-safely

Need to get in touch?



Gas faults and emergencies line

13 67 07 (24 hours a day, 7 days a week)



ausnet.com.au



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We speak your language

If you need an interpreter, call 13 14 50.



Provide our phone number when choosing your preferred relay service access option.