

# Information Advisory

August 29, 2003

## Returning home: Terasen Gas service information

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Terasen Gas restoration crews are working to restore gas service to all customers as quickly as possible. The status of our restoration work in Kelowna will be updated regularly on our website at [www.terasengas.com](http://www.terasengas.com) in the "Emergency" section, or you can call **1-877-711-8877**, for restoration of service for customers affected by the fires.

### What Terasen Gas is doing

In order to ensure overall safety of the public and the gas distribution system, Terasen Gas will begin with the areas that have sustained the most damage.

For homes destroyed by the fire – we will:

- Disconnect and cap the gas service one metre (3 ft) inside your property line
- Clearly mark the capped end of the service pipe with a line marker, so that it is easy to locate.

For homes not destroyed by fire, but requiring gas service – we will:

- Check the gas piping and metering equipment before we turn the gas back on into the neighbourhood and your home. This is for safety reasons. We will repair the service line and meter, replacing any parts that may have been affected by the fire.
- Test the gas service line to the meter set.
- Visually inspect the outside house piping.
- When gas is available and all safety inspections are complete, the gas will be turned back on at your home and your appliances re-lit.
- Do not turn the meter on yourself. Because of the fire situation, there may be damage that is not readily apparent to someone not experienced working with gas piping, appliances and vents.

### What you can do

- In order to relight your appliances, we will need access to your home. You will need to be at your premises when our restoration crew comes around.
- If you miss the restoration crew please call **1-877-711-8877**. Identify yourself as a resident from the Kelowna area and our crews will be directed to your home as quickly as possible.
- Please restrain all dogs so that our crew can enter your property.

### Your appliances and piping

When we relight your appliances, we may find that there is a problem with the piping or equipment. Our restoration technician will inform you of what we find. If repair work is necessary, you will be advised to contact a registered gas contractor to have repairs made. Government regulations do not allow us to provide gas service until the gas equipment is made safe. This is your responsibility.

### Power off?

- Some gas appliances require electricity. If the power is off, we will be unable to turn on those appliances. If you have a standing pilot light it will be re-lit.
- Gas ranges with electronic spark ignition can be manually lit during a power failure. Consult the appliance manual for instructions or consult a licensed gas fitter.

### If you smell gas – act fast!

If you think you smell gas inside or outside your home, leave the premises immediately and call our emergency number from a neighbour's home, **1-800-663-9911**.

### Need additional information?

Our technician will provide you with a copy of our *At Home* customer guide, which contains important information about natural gas use and safety. More gas safety information is available on our web site at [www.terasengas.com](http://www.terasengas.com).

Thank you for your cooperation and understanding during this crisis.

For further information, contact:

#### **Customer Care line**

1-888-224-2710

#### **Emergency line - 24 hrs.**

1-800-663-9911

