Central Hudson Gas & Electric Corporation

OUTREACH & EDUCATION PLAN

2025

Appendix D

Natural Gas/Electric Safety

PREPARE FOR SUMMER STORMS

SAFETY CHECKLIST

☐ ***NOTIFY US***

To report an outage:

» Call the PowerLine at (845) 452-2700

» Go online: www.CentralHudson.com/Storms

» Text "OUT" to 236483

☐ ***PULL SOME PLUGS***

To reduce the risk of damage to appliances and electronics when power is restored, unplug them or turn them off.

☐ ***CHECK THE RADIO FOR UPDATES***

When outages are severe enough, we broadcast status updates on local radio stations.

☐ ***FOLLOW US ON SOCIAL MEDIA***

We post outage restoration updates on our Facebook and Twitter pages during severe storm events.

☐ ***WATCH OUT FOR DOWNED POWER LINES***

» Stay at least 30 ft. away and tell others to keep away.

» Be careful not to touch or step in water near the line.

» If you see someone who is in harm's way of the downed line, do not touch the person.

» Call 911 immediately to make a report.

CentralHudson.com/Storms



SAFETY NEAR FALLEN WIRES

If you see a fallen power line or other potentially hazardous condition involving electrical equipment, remember these tips:

1. **STAY AWAY!** Stay at least 30 feet away. You cannot tell if the line is energized just by looking at it. The ground around fallen or low-hanging lines as well as surrounding objects such as fences could be energized. Do not ever touch a power line or use an object such as a broom or stick to try to move the wire or anything else in contact with it. Do not touch anyone who is in direct or indirect contact with a fallen line. Be careful not to step in water near where a fallen power line is located. Do not drive over fallen power lines.
2. **CALL 911** immediately to make a report. Emergency responders will be notified and Central Hudson dispatched to make repairs.
3. While ensuring your own safety, please **do your best to alert others to the fallen wires and urge them to stay at least 30 feet away** from the fallen line and anything contacting it as well.

OTHER THINGS TO REMEMBER:

- The proper way to move away from the power line is to shuffle away with small steps, keeping your feet together and on the ground at all times. This will minimize the potential for a strong electric shock.
- If your car comes in contact with a downed power line while you are inside, stay in the car. Honk your horn to summon help, but direct others to stay away from your car. Stay inside and wait for rescue crews.

CentralHudson.com/Safety

CONEXIÓN ESPAÑOLA

Información para clientes que hablan español



Preparación y seguridad para tormentas invernales

Si se queda sin electricidad, confíe en que los empleados de Central Hudson trabajarán las 24 horas del día para restablecer el servicio lo antes posible y de la manera más segura posible. Con la preparación adecuada, puede reducir el impacto que un apagón tiene en su hogar.

- Nunca use parrillas de gas o carbón al aire libre en interiores. Representan un peligro de incendio y, con el tiempo, pueden emitir un gas mortal de monóxido de carbono.
- Para evitar que las tuberías se congelen o se rompan, mantenga abiertas las puertas de los gabinetes debajo de los fregaderos y deje que los grifos corran a cuentagotas.
- Preste atención a los avisos meteorológicos y las advertencias de tormenta.

CLIC AQUÍ



Si sospecha una fuga de gas... Deténgase. Ir. Háganoslo saber.

Aunque los accidentes que involucran gas natural son raros, Central Hudson lo insta a aprender todo lo que pueda sobre las pautas de seguridad al usar gas natural y a inspeccionar regularmente los aparatos y tuberías de gas.

Si sospecha que hay una fuga:

- **DETÉNGA** lo que está haciendo. No encienda ni use una cerilla. No encienda ni apague las luces ni use una linterna, teléfono celular o teléfono. No encienda ningún otro aparato o dispositivo eléctrico / electrónico y no enjuague ni corra agua.
- **SALIR** inmediatamente.
- **HÁGANOSLO SABER** llamando a la línea directa de olor a gas al (800) 942-8274. O llame al 9-1-1. Un representante acudirá a su ubicación y comprobará si hay posibles fugas o electrodomésticos defectuosos.

APRENDE MÁS

Por favor, no responda a este mensaje. Si tiene alguna pregunta, haga clic aquí para ponerse en contacto con nosotros.

CONEXIÓN ESPAÑOLA

Información para nuestros clientes de habla hispana



Todos los días, dependemos de la electricidad para alimentar nuestros hogares y oficinas. Sin embargo, es importante estar siempre seguro alrededor de los aparatos eléctricos, equipos y líneas eléctricas. Central Hudson lo alienta a conocer las señales de peligro eléctrico y seguir nuestros consejos de seguridad.

Señales de advertencia de circuito sobrecargado:

- Luces parpadeantes, parpadeantes o atenuadas
- Crujidos, chisporroteos o zumbidos de los receptáculos
- Placas de pared calientes o descoloridas
- Disyuntores que se disparan con frecuencia o fusibles quemados
- Olor a quemado de tomacorrientes o interruptores de pared
- Choque leve u hormigueo de electrodomésticos, enchufes o interruptores

Comuníquese con un contratista eléctrico autorizado si tiene luces parpadeantes, chispas, tomacorrientes que no funcionan o necesita reparaciones o actualizaciones de cableado.

CLIC AQUÍ



Los picos inesperados en el consumo de electricidad de su hogar a menudo pueden ser causados por la adición de nuevos electrodomésticos, electrodomésticos más antiguos que están llegando al final de su vida útil o incluso proyectos de renovación del hogar.

Si experimenta un consumo de energía más alto de lo normal, la causa puede estar relacionada con la adición o problemas con uno de estos elementos:

- Bombas de calor (fuente de tierra o fuente de aire)
- Calentadores
- Aire acondicionado (unidades centrales de aire o ventanas)
- Humidificadores/deshumidificadores
- Cinta térmica en techos, canalones o tuberías
- Bombas de pozo
- Frigoríficos y congeladores
- Lavavajillas con opción de secado al calor
- Secadoras eléctricas
- Jacuzzis y piscinas climatizadas
- Ventiladores industriales
- Ventiladores del ático
- Construcción (equipos grandes/herramientas eléctricas)

APRENDE MÁS



YOU CAN'T SEE IT OR SMELL IT

Often called the invisible killer, carbon monoxide poisoning can lead to injury or death

Carbon monoxide (CO) is an odorless, colorless gas created when fuels, such as gasoline, wood, coal, natural gas, propane, oil and kerosene, burn incompletely. Heating and cooking equipment that burn fuel can also be sources of carbon monoxide.

Symptoms of CO poisoning include dizziness, headache, nausea, irregular breathing and confusion, and if undetected, can cause death.

Protect your family from CO poisoning:

- Make sure CO alarms are installed in your home. Test them monthly and, if they have batteries, change them at least every six months.
- Have a CO alarm near each fuel-burning appliance, on every floor, and outside bedrooms.
- Replace CO alarms approximately every five to seven years (per manufacturer recommendations).
- Have your appliances inspected annually.
- Look for signs of CO leaks (soot or black residue on appliances or above a fireplace).
- Never leave a vehicle idling in the garage.
- Never use a gas or charcoal grill, generator, or other gas powered device indoors.

www.CentralHudson.com/Safety



IF YOU SMELL GAS – DON'T WAIT!

No matter how slight - leave the premises and call us immediately.

SCRATCH & SNIFF HERE!

What you smell is a harmless chemical called mercaptan.
We have added it to help you and your entire family identify natural gas.

How to recognize a leak:



Smell
Recognizing the odor used in the scratch & sniff - similar to rotten eggs.



Sight
Seeing a white cloud, mist, fog, bubbles in standing water or blowing dust.



Sound
Hearing an unusual noise like roaring, hissing or whistling.

What to do if you suspect a leak:



Move to a safe environment and call us immediately. Do not use your telephone or cell phone in your home.

Provide the exact location with cross streets.

Do not smoke, light candles or operate electrical switches or appliances. Doing so can produce a spark, ignite the gas and cause an explosion.

Let us know if sewer construction or digging activities are going on in the area.

DO NOT ASSUME SOMEONE ELSE WILL REPORT THE CONDITION.

Natural gas has an excellent safety record, but like all forms of energy, it must be handled properly. If improperly handled, it may cause a hazardous condition such as a fire, explosion or asphyxiation.

We work diligently to ensure pipeline safety through a variety of measures including:

- Design and construction practices.
- Inspection, monitoring, testing, and notification systems and programs.
- Workforce training and qualification.
- Public education programs.

Call before you dig.

Damage to a pipeline due to excavation activities may cause a gas leak and has the potential to ignite.

Before beginning any excavation activity, have all underground utilities marked-out by calling the number shown to the right.

811

It's the law, and it's for your safety.

IF YOU SMELL GAS

leave first, then call us immediately!

1-800-942-8274 or 911

Central Hudson
30855-I-0229 10/2023

Información importante sobre seguridad. Por favor, guarde este documento y visite el sitio web que aparece abajo para ver su versión traducida.

Consignes de sécurité importantes. Veuillez conserver ce document et visiter notre site Internet pour lire les consignes dans votre langue.

Informação Importante de Segurança. Salve este documento e visite o site abaixo para visualizar sua versão traduzida.

Thông Tin Quan Trọng về An Toàn. Xin giữ tài liệu này và viếng mạng lưới dưới đây để xem bản dịch sang ngôn ngữ của quý vị.

Важная информация о безопасности. Сохраните этот документ. С переводом можно ознакомиться на сайте по указанному ниже адресу.

Importanti informazioni sulla sicurezza. Si prega di salvare il presente documento e visitare il sito riportato qui sotto per visualizzare la versione tradotta.

重要的安全資訊。請保存此文件，並訪問下面網站，以查閱您的翻譯版本。

ข้อมูลสำคัญเพื่อความปลอดภัย โปรดบันทึกเอกสารฉบับนี้ไว้และเข้าชมเว็บไซต์ด้านล่างเพื่ออ่านฉบับแปลภาษาไทย

معلومات هامة للسلامة. الرجاء حفظ هذه الوثيقة وزيارة الموقع أدناه لعرض النسخة المترجمة.

www.CentralHudson.com/BeNosey

This safety information provided in partnership with:

Northeast GAS ASSOCIATION

NGA 9/23

FLAT: 7"w x 6"h FINISHED: 3.6"w x 6"h;
COLORS: 4 over 4 w/bleeds

SMELL GAS?

LEAVE FIRST!
Then call us immediately.



LEARN ABOUT NATURAL GAS SAFETY

Cut out and keep handy

1-800-942-8274 or 911

People. Power. Possibilities.
Central Hudson
A FORTIS COMPANY

Scratch "N" Sniff Insert
Central Hudson: 165,000



Natural Gas Emergencies

To Report a Natural Gas Odor or Leak:

1. **STOP** what you are doing. Do not light or use a match. Do not turn lights on or off or use a flashlight, cell phone or telephone. Do not turn on any other appliance or electric/electronic device and do not flush or run water.

2. **GO** outside immediately.

3. **LET US KNOW** by calling our gas odor hotline at **1-800-942-8274**,* or call **911**.

After making your report, a representative will come to your location and check for potential leaks or faulty appliances.



Carbon Monoxide Safety

Carbon Monoxide is a colorless and odorless poisonous gas, produced when an inadequate supply of air causes the faulty burning of a fuel: oil, coal, kerosene, gas or wood. In the home, this can happen when the flue to a fuel-burning appliance is blocked, typically by soot, nests or other debris. Any kind of fuel – and any kind of furnace, boiler, water heater or cooking range – can produce carbon monoxide.

People affected by carbon monoxide poisoning often experience headaches, dizziness, nausea, drowsiness, tightness in chest, weakness or flu-like symptoms. As exposure to carbon monoxide increases, the symptoms become more severe and can lead to unconsciousness or even death.

Prevention:

Some ways you can help prevent carbon monoxide from forming in your home or building:

- Keep chimneys and flues free of debris, and have them cleaned and inspected periodically for cracks, leaks and for any buildup of soot or creosote.
- Make sure there is adequate air available for appliances to use. Fuel-burning equipment needs air and air space around it to function properly. Extreme caution should be used when partitioning a furnace or water heater, as this can limit the amount of air available for combustion and cause a build-up of carbon monoxide. Newer "direct-vent" furnaces may supply air to the unit by a pipe to the outdoors – make sure this pipe is never blocked by snow, leaves or other debris. Also, when many fuel-burning appliances are working simultaneously (such as fireplaces or wood stoves along with the heating system), they are competing for a limited amount of indoor air, and may even cause a negative pressure condition. If this occurs, opening a window a bit will allow additional air into the home for proper combustion.
- Have heating systems cleaned and serviced regularly, including an inspection of the heat exchanger for any cracks or leaks, and adjusting the fuel to air mix for efficient combustion.
- Limit the use of indoor exhaust fans. Prolonged use of kitchen and bathroom exhaust fans, the constant use of power vents in attics, and even an open, working fireplace, can reduce the amount of air in the home. Lack of air can cause improper combustion of fuel-burning equipment, and can result in a backup of flue gases, including carbon monoxide.

Warning signs:

- Soot near the heating ducts and registers.
- Excessive moisture in the house or on the windows.
- A burning smell in the home.
- The heating system runs continuously, or is unable to heat the home or building.

If these symptoms occur, contact your heating contractor right away.

Common sense suggestions:

- Install carbon monoxide detectors in your home, including the area near the heating system and any fuel-burning appliances, and also near the bedrooms.
- If adding a coal or wood-burning stove, be sure it is professionally installed and vented.
- Your oven, stove and charcoal grill were designed for cooking. Never attempt to heat your home with them. Doing so can create a fire hazard and cause a build-up of carbon monoxide.
- Avoid blocking heating ducts and return ducts with drapes, furniture or floor coverings.
- Never use a generator in a confined space, such as a garage, shed or enclosed porch, even with the doors open.
- Cars, trucks, and recreational vehicles should not be idled inside of a garage. Dangerously high levels of carbon monoxide can accumulate within minutes.
- Never use a gas or charcoal grill in an enclosed area, such as a garage or shed. The same goes for running a generator, automobile or other gasoline powered device.
- Be sure that your fuel-burning heating system and water heater has a required "spill switch" installed. When a chimney or flue is blocked, the products of combustion (including carbon monoxide) can escape into a home or building – a dangerous condition called "spillage." To help prevent this condition, a safety device called a spill switch is installed. It will automatically interrupt the supply of fuel and shut off the heating system if it detects a blockage. Central Hudson requires the use of a spill switch whenever a new natural gas heating system is installed, and whenever an existing heating appliance is converted from another fuel to natural gas. Central Hudson recommends that spill switches be installed on all existing gas heating appliances.

If carbon monoxide is suspected:

Shut off the appliance if you can. Ventilate the home by opening windows and doors, and have everyone in the house step outside. Call 911 and seek medical attention right away if CO poisoning is suspected; and contact your heating contractor to repair the problem.

Safety

Electricity and natural gas are vital to our daily lives, providing us with the energy we use at home, work, school and play. At Central Hudson, safety is our top priority and we encourage everyone to use energy responsibly. Below are links to safety tips and guidelines to keep you, your family, your neighbors, and your co-workers safe.



Electrical Safety



Natural Gas Safety



Dig Safely



Carbon Monoxide Safety



If You Lose Power



Generator Safety



Scam Central



Contractor Safety



First Responder Safety

First Responder Safety

Natural gas safety training certifications

Join other first responders who are satisfying additional training hours and earning personalized Certificates of Completion in natural gas safety. Developed with the assistance of local chiefs and training professionals, these free programs include a series of modules you can complete at your own pace.

Visit out first responder natural gas safety portal to access videos and other training materials and register to complete your online training.

Electric safety training for first responders

Upon request, Central Hudson will provide a 90-minute electric safety class for first responders at your headquarters. The training includes what to do if you are responding to an auto accident involving electric wires, how to approach wire down areas and other emergency situations involving electric wires. Please contact our first responder training coordinator to schedule this training.

People. Power. Possibilities.
Central Hudson
A FORTIS COMPANY

National pipeline mapping system

Current Zip Code: 12538 Reset

Home | Natural gas safety basics | Natural gas safety training certification | Resources

Training resources

First responder utility safety

Learn to work safely in emergency situations involving natural gas utilities.



1 2 3 4

Natural gas safety



Learn about the properties and characteristics of natural gas and how to respond safely and effectively to gas leaks and fires.

- Natural gas safety basics
- Natural gas leaks
- Natural gas fires

Videos



Additional safety videos for first responders complement our online certification program.

- AEGIS Emergency Responder Safety Education Videos
- Gas Box Safety Demonstration



Register and complete your online training today

Natural gas safety training certifications

Join thousands of other first responders who are satisfying additional training hours and earning personalized **Certificates of Completion** in natural gas safety. Developed with the assistance of local chiefs and training professionals, these free programs include a series of modules you can complete at your own pace.

Sign in | Register