



Field Office: 9750 FM 1488
Magnolia, TX 77354
Telephone: (281) 252-6700
Emergency: 1-800-925-0705
Email: info@unigas-tx.com
Office Hours: 8:30-4:30 M-F

Customer Facts About Gas Service

Dear Customer,

Avoid Pipeline and Underground Utility Damage.

NEVER DIG in the ground until all utilities (water, sewer, gas, electric, telephone and cable TV) have located their lines. This service is **FREE!!!**

If You Accidentally Hit Our Pipeline –

Call us immediately at 1-800-925-0705! A gouge, scrape or dent may not leak immediately, but it could lead to a rupture later. **DO NOT EMAIL EMERGENCIES!**

An Important Number To Call 48 Hours BEFORE you Dig:

- Texas Notification Center – 811
- We will mark our lines for **FREE**

How to Recognize a Gas Leak –

- The sound of blowing gas
- Dirt being blown in the air
- Dead or dying vegetation
- A peculiar or unfamiliar odor
- Water bubbling or being blown in the air where there is standing water

If You Suspect a Gas Leak –

- Leave the area immediately!
- Extinguish all open flames and eliminate other sources of ignition. **DO NOT** operate electrical equipment – including telephone and cellular phones.
- **TURN OFF** and abandon equipment.
- Stay clear of the area!
- Call 911 immediately and advise them of the location and nature of the situation.
- **DO NOT** attempt to extinguish a natural gas fire or operate any pipeline valves.

Facts About Your Gas Service

You are responsible for your own underground piping. UniGas does not regularly patrol and maintain piping past its gas meter. If your buried piping is not maintained, it may be subject to the potential hazards of corrosion (if metallic) and leakage. Buried gas piping should be (1) Periodically checked for leaks; (2) Periodically inspected for corrosion if the pipe is metallic; and (3) Repaired if any unsafe condition is discovered. When excavating near buried piping, the piping should be located in advance, and excavation done by hand. Utility companies, plumbers and heating contractors can assist in locating, inspecting, and repairing the customer's buried piping. If UniGas installs the underground piping between its meter and the point of entry into your home or business, then we will make repairs as necessary to maintain your service (if you wish us to do so). If the repairs are required within one (1) year following installation due to an installation or material defect, there will be no charge of the repairs (no other warranties, express or implied are made and UniGas will not be responsible for any consequential damages beyond the cost of any gas that is vented).

At no charge to the customer, UniGas will conduct a leak survey at the customer's request, should the customer suspect a gas leak.

At no charge to the customer, UniGas will attempt to locate a leak inside the customer's premises. If the repair involves no more than tightening a loose fitting, then UniGas will do so

at no charge. If additional work is required, however, UniGas may have to interrupt service to the customer until repairs can be made.

Frequently Asked Questions about Carbon Monoxide

What is carbon monoxide?

Carbon monoxide (CO) is a poisonous gas that is colorless, odorless, tasteless and non-irritating. When breathed, CO combines with the blood and prevents it from absorbing oxygen. This can cause unconsciousness, illness, and even death.

What are the symptoms of carbon monoxide poisoning?

Prior to becoming unconscious, victims of CO poisoning often exhibit some or all of the following symptoms:

Sleepiness	Nausea
Headaches	Blurred Vision
Dizziness	Other flu-like symptoms

How to tell if carbon monoxide is present in your home.

Watch for signs that a fuel-burning appliance is not receiving enough fresh air for complete burning. These include unusually high indoor humidity with persistent heavy condensation on walls and windows, and stuffy or stale indoor air.

What to do if you suspect carbon monoxide in your home.

Get everyone (including pets) out of the house, call a qualified heating or plumbing technician for an emergency inspection, and don't return to your house until the source of the CO has been discovered and the problem corrected.

If I smell gas, is that the same as carbon monoxide?

No. Carbon monoxide is odorless. Natural gas has a distinct odor that UniGas adds to make it easy to detect. Unlike CO, natural gas is not toxic.

How can I prevent carbon monoxide in my home?

The best precautions against CO buildup are to:

- Have all fuel-burning equipment installed and regularly inspected by a qualified technician.
- Make sure all fuel-burning equipment and appliances are properly vented to the outdoors and in good operating condition.
- Keep vents and chimney clear of debris or other blockages.
- Visually inspect all fuel-burning appliances regularly to see that they are operating properly. There should be no accumulations of soot or water near a burner or vent.
- Never operate an automobile, lawn mower, or any combustion engine, barbecue grill, or similar equipment in an enclosed area, even with the door open.
- Never warm a room with your gas range, oven or gas clothes dryer.

If you decide to buy a CO detector, consider one with an audible alarm and continuous digital display. Be sure that it carries the listing for the national standard for residential CO detectors (UL2034 or IAS NO. 6-96)