



**If you need NIPSCO  
to respond to a gas  
emergency call  
800-634-3524.**

To learn more about first responder safety, visit [NIPSCO.e-smartonline.net/firstresponder](http://NIPSCO.e-smartonline.net/firstresponder).

## **Natural Gas Incident Response Summary**

**Follow these important guidelines when responding to a natural gas leak, fire or explosion.**

### **Do:**

- Keep NIPSCO informed of any developments through your dispatcher.
- Consult with NIPSCO representatives upon your arrival at the incident scene.
- Evacuate per the DOT Emergency Response Guide.
- Barricade or rope off the area, rerouting pedestrians and traffic if necessary.
- If there is a strong gas odor or your monitoring equipment detects natural gas nearing or exceeding concentrations of 4% gas in air, evacuate buildings and bystanders.
- Instruct those in the area and building occupants not to turn any electrical equipment on or off. This includes lights, appliances, motors, circuit breakers and any battery-powered devices.
- Check other buildings in the surrounding area for the presence of gas.
- Call your dispatcher if the situation warrants a discontinuation of electric service to a building.

### **Don't:**

- Don't enter buildings unless gas concentrations are confirmed to be below 4% gas in air and you are wearing personal protective equipment (PPE) and positive pressure self-contained breathing apparatus (SCBA).
- Don't try to extinguish burning gas.
- Don't operate any gas valves other than the aboveground shutoff valve before the service meter or appliance supply line shutoff valves.
- Don't open any gas valve that has been shut off.
- Don't park vehicles nearby or leave engines running if a street leak is suspected.
- Don't park in front of buildings where a gas leak is suspected.
- Don't park directly over manhole covers or near storm sewer grates.
- Don't ventilate a building without first coordinating with NIPSCO personnel and verifying gas has been shut off and ignition sources have been eliminated.