

At AltaGas Utilities, safety is our top priority.

Our emergency response personnel are available 24 hours per day at 1-866-222-2068

What is Natural Gas?

Natural gas is non-toxic, flammable, and lighter-than-air; it readily disperses in the atmosphere. Because it is naturally odourless, we add an odourizing agent to the gas to make it easier to detect. The odourant smells like sulphur or rotten eggs.



In the event of a Natural Gas Emergency

If you suspect a leak inside:

- Evacuate your premises.
- Open all doors and windows if you can do so safely.
- Don't use electrical switches, telephones, appliances, garage door opener, etc.
- Don't use lighters or matches and do not smoke.
- Call 1-866-222-2068 from a safe distance.

If you suspect a leak outside:

- Keep clear of the area.
- Don't start any motors or motor vehicles near the area of the gas odour.
- Don't use lighters or matches and do not smoke.
- Call 1-866-222-2068 from a safe location.

If you damage a gas line, and it is leaking:

- Evacuate the area in an upwind direction from the leak and stay as far away from the leak as possible.
- Call 1-866-222-2068 or 911
- Keep people away from the area.
- Put out any cigarettes or open flames.
- Shut off any equipment—if it safe to do so.
- Remove anything from the area that could spark— cell phones, flashlights, keyless entry remotes, etc.
- Follow all posted road closure signs and stay clear of area to allow emergency responders to get the situation under control.

If it is not leaking:

- Call 1-866-222-2068 to report the damage.
- Do not backfill the excavation.
- Do not attempt to repair the pipe or coating.

Only re-enter an area with a suspected natural gas leak when advised it is safe to do so by an AltaGas Utilities representative or Fire Department staff. If you are unsure, call 1-866-222-2067.

In the case of a widespread outage (a gas supply issue affecting you and your neighbours), please refer to AUI's Facebook page or Twitter feed to receive updates on the situation.

