



WORKING SAFELY WITH UTILITIES IN AN EMERGENCY

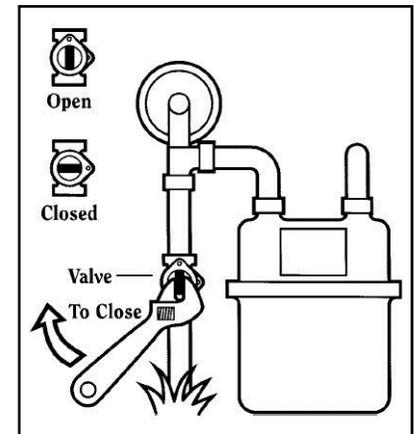
Utility Shut Off – Natural Gas Line

Natural gas leaks and explosions are responsible for some fires following disasters. It is important that all household members know how to shut off the natural gas service. Because there are different gas shut-off procedures for different gas meter configurations, it is important to contact your local gas company for any guidance on preparations and response regarding gas appliances and gas service to your home. Shutting off the gas supply may require a special wrench (a specific size, non-sparking tool) so find out in advance what your home requires before an emergency. When you learn the proper shut-off procedure for your meter, share the information with everyone in your household. Do not to actually turn off the gas when practicing the proper gas shut-off procedures.

When you should turn off your gas service:

- If you are instructed to do so by local authorities
- If you smell gas,
- If you hear a blowing or hissing sound, (in this case, open windows and quickly get everyone out of the house)
- You see dials on the meter showing gas is flowing even though appliances are turned off.

Once natural gas service has been shut off, only a qualified Long Beach Gas Department staff member should restore the service. **NEVER** attempt to turn the gas back on yourself.

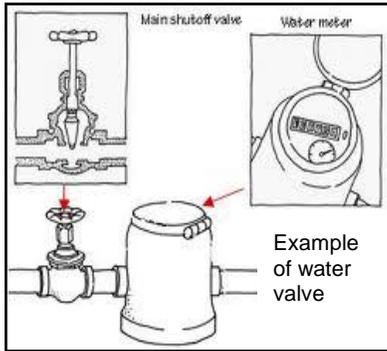


Safety First

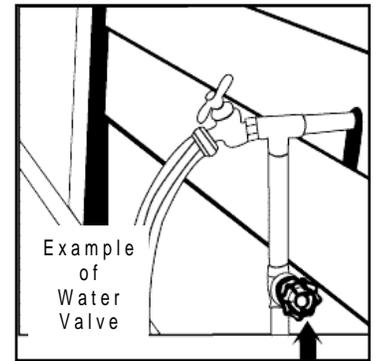
- Never enter the basement of a structure that is on fire to turn off any utility.
- If an additional light source is needed to locate and shut off the gas valve, be sure to use a flashlight, not a candle.
- Remember that, in all cases, natural gas that has been shut off can only be restored by a trained technician. **NEVER** attempt to turn the gas back on yourself.

Utility Shut Off – Water Line

Water quickly becomes a precious resource following many disasters. It is vital that all household members learn how to shut off the water at the main house valve. Before an emergency happens, locate the shut-off valve for the water line that enters your house and label this valve with a tag for easy identification. Make sure all household members know where it is located.



Make sure this valve can be completely shut off. Your valve may be rusted open or it may only partially close. If so, replace it.

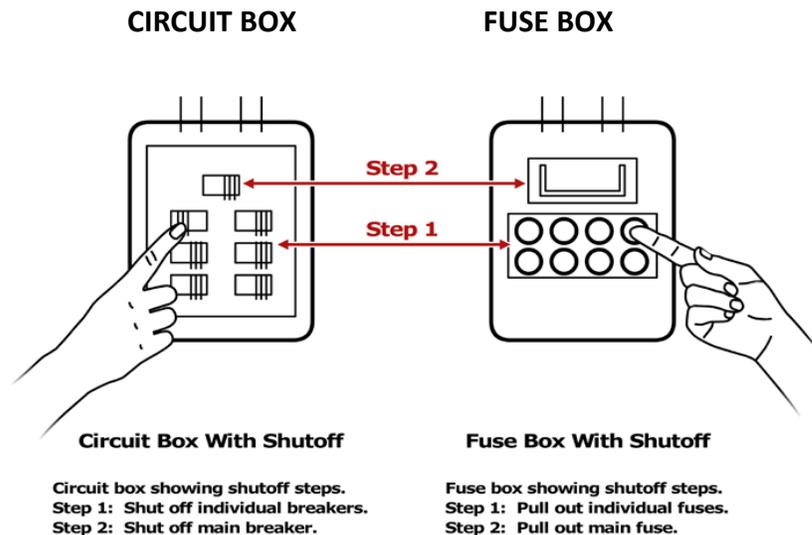


Cracked lines may pollute the water supply to your house. It is wise to shut off your water until you hear from authorities that it is safe for drinking. The effects of gravity may drain the water in your hot water heater and toilet tanks unless you trap it in your house by shutting off the main house valve. (This is not the street valve in the cement box at the curb – the street valve is extremely difficult to turn and requires a special tool.)

Utility Shut Off – Electricity

Electrical sparks have the potential of igniting natural gas if it is leaking. Every member of the household should be aware of the procedures to turn off the power in the event of an electrical emergency:

- Locate the circuit breakers or fuses, and know how to shut off the power. Post shutoff instructions next to the breaker box or fuse box.
- For your safety, always shut off all the individual circuits before shutting off the main circuit. Unscrew individual fuses or switch off smaller breakers first, then pull the main switch or breaker.
- When turning the power back on, turn on the main switch or breaker first, then screw in the fuses or switch on the smaller breakers, one at a time.
- You should not enter a flooded basement or standing water to shut off the electrical supply because water conducts electricity.



If you need assistance, please contact the appropriate City department at the following phone numbers for 24/7 emergency assistance.

City of Long Beach Emergency Phone Numbers:

Emergencies: Dial 911

- **Gas Department:** 562.570.2140
- **Water and Sewer:** 562.570.2390
- **Public Works:** 562.570.2700
- **Police Non-Emergency** 562.435.6711
- **Fire Non-Emergency** 562.570.9400

Social Media:

You can also sign up for any of the City of Long Beach social media accounts and receive updates on the City's disaster responses, as well as information to assist you.

www.facebook.com/CityofLongBeachCA

<https://twitter.com/LongBeachCity>

www.youtube.com/user/LongBeachCityCA

