

## What's that Smell?

Although the natural gas delivery system is extremely safe, leaks do occur on occasion, but they usually can be detected:



### By Smell

Because the gas is odorless, a sulfur-based odorant is added to give it a rotten-egg smell that warns of its presence. Be alert for this odorant or any petroleum smell.

### By Sight

Escaping gas affects the nutrients in soil, so discolored soil or dead vegetation near a pipeline may indicate a leak.

### By Sound

Natural gas leaks may make a hissing or high-pitch whistling noise.

**If you smell a natural gas odor or suspect a leak, leave the area immediately and call our emergency number, 1-800-432-0771.**



**EMERGENCY  
CONTACT INFORMATION  
TO REPORT AN EMERGENCY  
24 HOURS A DAY, CALL  
1-800-432-0771.**

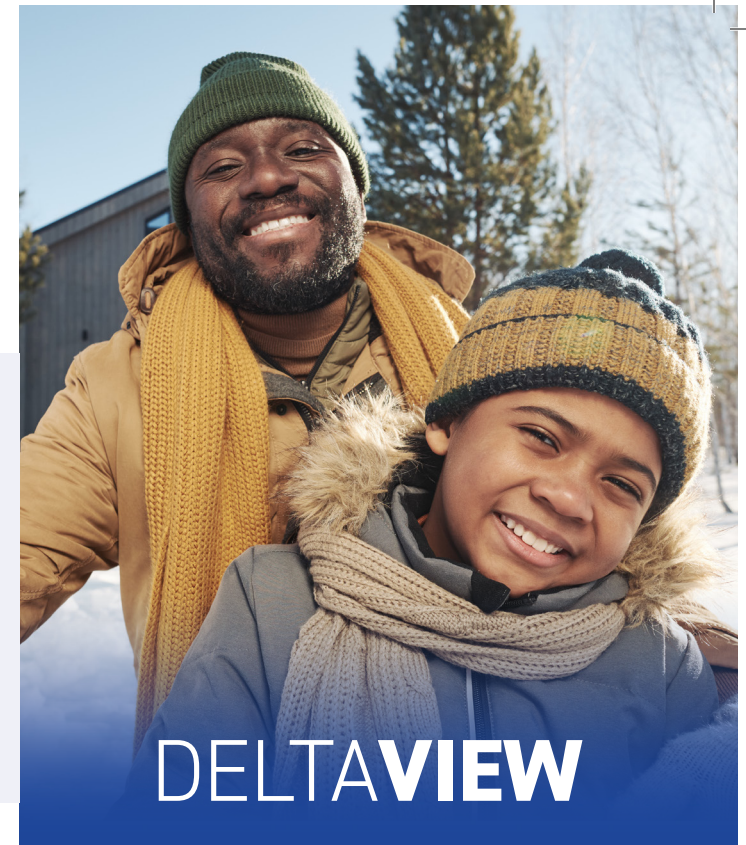


## Ask To See ID

Remember to always ask to see ID when a Delta service employee visits your home.

In order to give you peace of mind, Delta requires all of its Customer Service employees to wear photo identification. If you don't see it when one of our employees comes to your home, ask for it. Our employees will gladly show you their photo ID.

ALL Delta employees carry an ID card with their name, photo and the Delta logo. Also, look for a vehicle with the Delta logo. **Please contact Customer Service at 1-888-427-7335 with any questions or concerns.**



## Budget Now for Winter Bills

Our Budget Billing lets you take control of your expenses and avoid the surprise of seasonally high bills.

During the year, we will review your winter gas usage and make adjustments to your payment amount as necessary in an attempt to avoid a large ending balance.

It's not too late! Enrolling is free and easy. Call **1-888-427-7335** or sign up online at [deltaaccount.com](http://deltaaccount.com) today to get more information or to join the growing number of satisfied customers utilizing Delta's Budget Payment Plan.



DELTA NATURAL GAS  
COMPANY, INC.

[deltagas.com](http://deltagas.com)

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**1-800-764-0111 • peoples-gas.com**

Individuals with Hearing Loss

Call **711** or **1-800-654-5988** TTY# **1-800-654-5984**

   @PeoplesNatGas

## Carbon Monoxide and Safety in Your Home

JANUARY 2025



DELTA NATURAL GAS  
COMPANY, INC.

[www.deltagas.com](http://www.deltagas.com)

