

**What is natural gas?**

Natural gas consists mainly of methane and is lighter than air, so if it escapes it will rise and disperse into the environment.

Why does gas smell?

The gas we supply to your home does not naturally smell. That's why we've added a distinctive rotten egg odour to your gas supply to allow for easy detection before it reaches unsafe levels.

What should I do if I smell gas?

Fire, explosions and asphyxiation could all result from a gas leak. If you can smell gas it's important you contact ATCO Gas Australia immediately on 13 13 52*. We are available 24 hours a day, 7 days a week and will be able to assist you in locating and repairing the leak (local call fee from anywhere in the state excluding mobiles).

What is LPG?

LPG is short for Liquid Petroleum Gas. LPG consists mainly of propane and unlike natural gas is heavier than air, so it will remain low to the ground if it escapes.

Can I convert existing LPG appliances to run on natural gas?

Yes, most LPG appliances can be converted to run on natural gas. A licenced gasfitter can give you advice as to whether your existing appliances can be converted. To find your nearest licenced gasfitter visit the Master Plumbers and Gasfitters website.

What is carbon monoxide?

Carbon monoxide is an invisible, odourless and tasteless gas produced by burning gas, wood, propane, charcoal or other fuel. Improperly ventilated appliances and engines, particularly in a tightly sealed or enclosed space, may allow carbon monoxide to accumulate to dangerous levels.

Should I be worried about carbon monoxide poisoning if I'm using gas in my home?

Carbon monoxide poisoning occurs when carbon monoxide builds up in your bloodstream. When too much carbon monoxide is in the air, your body replaces the oxygen in your red blood cells with carbon monoxide. Too much carbon monoxide is toxic to humans, and may lead to serious tissue damage or even death.

Symptoms of carbon monoxide poisoning can include:

- Headaches
- Dizziness
- Breathlessness

- Nausea
- Collapse
- In extreme cases carbon monoxide poisoning can lead to coma or death

If you think you or someone you're with may have carbon monoxide poisoning, get into fresh air and seek emergency medical care.

How can I protect my family from carbon monoxide exposure?

While it's important to understand the risks and symptoms associated with carbon monoxide exposure, gas is safe and easy to use in your home if you know the risks and take care.

It's easy to keep yourself and your family safe by taking these simple precautions:

- Keep your gas appliances properly maintained and serviced according to the manufacturer's instructions.
- Ensure your household ventilation is unobstructed.
- Gas appliances should never be modified and should only be used in accordance with manufacturer's instructions.
- Always keep flue vents clear and clean.
- Modern gas appliances incorporate many safety features. To make sure these safety features work properly, installation and servicing of gas appliances must be carried out by a licenced gasfitter
- Barbecues and patio heaters should only be used outside with adequate ventilation.
- Do not idle a vehicle in an enclosed garage, even with the door open.

Is natural gas cheaper than electricity?

Natural Gas appliances can be cheaper to run on an annual basis compared to electric appliances. Switching to natural gas for heating, cooking and hot water could save you over \$700 every year*. Find out how much you could save.

* Based on selected appliances and annual running costs detailed.

Is natural gas available in my home?

Please contact a retailer like Alinta Energy or Kleenheat Gas and they'll be able to check if natural gas is available for your home. If it is and you'd like to get connected they can set up an account and they will then let us know so that we can carry out the work required to connect your property.

Where can I purchase new natural gas appliances?

There are many appliance retailers operating in Western Australia where you can purchase natural gas appliances. When buying a new appliance make sure it has the Australian Gas Association (AGA) sticker on it, which means it's a product approved and deemed safe by the AGA.

What else can I use natural gas for around my home?

Natural gas isn't just for heating and cooking. Natural gas is the newest and most efficient way to run household air conditioning, and you can even buy gas

powered tumble driers available for use in residential households. Find out more.

If you suspect a gas leak, call ATCO Gas Australia immediately on 13 13 52*.

*Local call fee from anywhere in the state excluding mobile.