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Natural gas is completely safe to use in and around the home, and has an excellent safety record worldwide. Strict industry standards, caution, care and safety awareness make natural gas as safe as any energy source can be.

Natural gas and propane smell like rotten eggs or sulfur. Because natural gas is odorless, we add trace amounts of a chemical called mercaptan, which has a distinctive rotten egg or sulfur odor. It smells bad for a good reason! In case of a leak, we want you to be able to detect and identify it. We never charge to investigate gas odor complaints.

If you smell gas or hear the flow of escaping gas, follow these steps immediately:

- Don't smoke, light matches, operate electrical switches, use either cell phones or landlines, or create any other source of ignition.
- Leave the building immediately; leave the door open and any windows that may already be open.
- Get to a nearby phone and call the City of West Point at 706-645-2226 or 911