



We all want our homes to be a place of safety and security for our loved ones. A good way to protect your family is to make sure natural gas and electricity are being used safely around your home. Use this safety guide to double-check areas of your home that are vulnerable to electrical and natural gas hazards.



### Helpful Contact Information:

Questions regarding your bill:  
(210) 353-2222

Service problems or emergencies:  
(210) 353-HELP (4357)  
Toll-free: (800) 870-1006

Hearing-impaired customers:  
(210) 353-2224

Report a copper theft:  
(210) 353-4000  
or Call 911

Report a theft of service:  
(210) 353-HOTT (4688)

Get underground utility lines located  
before digging in your yard:

Call



Request a safety presentation:  
(210) 353-3939

For more safety information,  
visit [cpsenergy.com/safety](https://cpsenergy.com/safety)



# PROTECT WHAT MATTERS MOST

## PUBLIC SAFETY AND EDUCATION





### Electricity and Water Don't Mix

Remember one of the most important rules for home safety: Electricity and water don't mix. It's dangerous to have wet skin while using appliances because it lowers your body's resistance to electricity.

Keep these tips in mind while using appliances in your home:

- Keep all electrical appliances away from bathtubs, puddles, sinks, and wet hands
- Unplug appliances before cleaning. Even if it's off, it can still shock you
- Pull on the plug, not the cord while disconnecting an appliance
- Never carry an appliance by its cord
- Check for frayed wires. Damaged wires can electrocute you and or cause fires and should be repaired or replaced immediately
- Use only battery-operated radios in bathrooms and in any other wet or damp areas
- Use only electrical equipment that is approved by a recognized testing laboratory, such as Underwriters Laboratories



### Homemade Safety Tips for the Kitchen

A kitchen that's accident-free is a good recipe for home safety. Remember these safety tips as you cut, chop, slice, dice, mince, and mix.

- Keep the natural gas kitchen range clean. Rinse and dry burners before reinstalling. Be careful not to damage or change settings on air shutters or sleeves
- Never use the kitchen range as a space heater, this can damage the range and produce dangerous carbon monoxide gas
- If you smell gas leaking from an appliance, get out of the home and call CPS Energy at **(210)-353-HELP (4357)**

- Never try to locate a gas leak yourself. Using an open flame or even a flashlight to find a leak could be fatal
- Turn off and unplug equipment before cleaning it
- Don't overload circuits by inserting too many plugs into a single outlet, this could cause an electrical fire
- Keep a dry chemical fire extinguisher in the kitchen and avoid wearing loose garments that can catch fire



### Natural Gas – Smart. Safe. Responsible.

There are lots of benefits to having natural gas in your home. The U.S. Department of Energy (DOE) says homes with both electricity and natural gas require at least 20 percent less total energy than comparable all-electric homes. It's also one of the most environmentally-friendly energy choices.

With such a great resource of energy comes a great responsibility. If you have natural gas in your home, be sure to follow these tips to keep your family safe from potential natural gas hazards:

- Follow all manufacturers' instructions with all appliances
- Have your appliances installed, serviced, and repaired by qualified professionals
- Keep chimney flues and vents for appliances clean and in good condition
- Keep areas around your gas furnace and water heater clean and free of flammable materials
- The flame on your natural gas appliances should be blue. If not, have a service technician inspect it for proper burning



- Teach young children to stay away from gas appliances
- If you smell something like rotten eggs, you could have a gas leak. Leave the home immediately and call CPS Energy at **(210) 353-HELP (4357)**
- Always leave a window 1 to 2 inches open in the room where an unvented space heater is being used



Stay away from downed power lines. Never touch it or anything that's touching it. To report a downed power line call

**210-353-HELP (4357)**

To learn more visit [cpsenergy.com/safety](http://cpsenergy.com/safety)



**Be aware of overhead wires when working near power lines.**

*Your life is on the line.*



**Know what's below. Call before you dig.**

One free easy call gets your utility lines marked and protects you from injury and expense- **call 811 before you dig.**