

NICOR Flood Fact Sheet

What should I do if I smell gas?

A faint gas odor near an appliance may indicate that the pilot light has gone out. If the appliance has a pilot light and the odor persists after relighting, evacuate the house, leaving doors and windows open as you exit. Do not open windows if they're not already open. Do not use the telephone or cell phone, operate any appliance, light a match, or turn light switches on or off. Call Nicor Gas immediately from a neighbor's house and service personnel will come to your home, identify the problem, and take appropriate action.

What should I do about my natural gas meter and appliances if flooding is imminent?

If there is a real danger of flooding and your meter is clear of water, contact Nicor Gas. If your meter and/or appliances are under water, do not attempt to turn them off. Call Nicor Gas for assistance.

What should I do if my appliances or furnace are not working?

Contact a local appliance service or heating contractor for assistance.

What should I do if my appliances were not in or under water but my gas service is off and I want gas service restored?

Call Nicor Gas. Please do not attempt to turn your own gas service back on. Nicor Gas service personnel will respond as quickly as possible and will need to have access to your home. Basements should be dry and there must be clear access to appliances and equipment. A responsible adult must be present. If your appliances do not work correctly or there are interior piping issues, you will need to contact a local appliance service or heating contractor to make appropriate repairs.

What should I do if my home or office appliances were under water? How can I have the gas service turned back on?

Before contacting Nicor Gas to have your service restored, have a plumber or heating contractor fully evaluate your gas equipment and fuel lines. Once you are ready to have your gas service restored, call Nicor Gas to schedule an appointment. Service personnel will need access to your home. Basements should be dry and there must be clear access to appliances and equipment. A responsible adult must be present. If your appliances do not work correctly or there are interior piping issues, you will need to contact a local appliance service or heating contractor to make appropriate repairs.

How can I reach Nicor Gas?

Call Nicor Gas at: 1-888-Nicor4U (642-6748).