

Customer Safety Advisory: **Flooding**



Be Prepared!

Enbridge Gas New Brunswick wants you to be prepared for potential flooding. We hope you will use the following information to prepare your action plan. Keep this handy so that you can refer to it later.

Prior to Flooding

Step 1 If you expect flooding that will create standing water in your basement, call Enbridge Gas New Brunswick at 1-800-994-2762. A technician will come to your home/business free of charge and turn the supply of natural gas off at the gas meter, if required. It is your responsibility to decide to relocate your equipment.

Step 2 If your equipment needs to be moved, you will be responsible to disconnect and relocate it to a suitable storage area and any associated costs will be your responsibility. (You may contact a local contractor to obtain pricing for this service.)

Why would you need to move your appliance?

If the electrical components become submerged in water, it will need to be replaced. Unfortunately, no warranty from the manufacturer or from Enbridge Gas New Brunswick will apply.

After Flooding

Step 3 After water has receded, you will need to ensure that the area is clean and cleared from all residue and water. We advise that you do not enter a basement where there is standing water. Enbridge Gas New Brunswick employees will not enter a basement with standing water.

Step 4 If your gas meter was turned off, it may only be turned back on by a qualified Enbridge Gas New Brunswick Technician. Contact Enbridge Gas New Brunswick to request a post flood inspection. A technician will come to your home/

business, free of charge, to check the equipment and turn your meter back on. If for any reason your equipment requires service, a service charge will apply. At this time, you will have the option of choosing a service provider to complete the work.

If you have any questions or concerns, or would like to set up an appointment, please call us at 1-800-994-2762 (select option 2).

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1-800-994-2762 naturalgasnb.com

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