

## **IMPORTANT SAFETY NOTICE FROM MOUNTAINEER GAS COMPANY**

Natural gas distributed by Mountaineer Gas Company, as well as gas provided to mainline tap consumers via pipelines owned by third parties, can vary in terms of BTU content and other heating characteristics. Some gas supplied to Mountaineer from wells located in West Virginia may have a higher BTU value than processed gas.

Mountaineer receives the majority of its gas from large interstate transmission lines. This gas is processed to ensure uniform heating value. However, customers in some parts of West Virginia, as well as consumers who receive their gas via mainline taps on third party pipelines, could receive gas that may not have the same characteristics as processed gas. These differences may include different heating values and the presence of other substances, such as propane, butane, and water vapor that are present when gas is extracted from wells. The characteristics of unprocessed gas can change over time, even when the gas comes from the same well.

***REGARDLESS OF THE SOURCE OF GAS A RESIDENCE RECEIVES, IT IS CRITICALLY IMPORTANT FOR ALL GAS APPLIANCES TO BE CHECKED ANNUALLY BY PROPERLY QUALIFIED AND LICENSED HVAC TECHNICIANS.***



**THIS INSPECTION SHOULD INCLUDE A VISUAL EXAMINATION OF EACH APPLIANCE'S  
FLAME CHARACTERISTICS TO ENSURE PROPER COMBUSTION AND PERFORMANCE.**

**Further, new gas appliances should only be installed by properly qualified and  
licensed HVAC technicians.**

Appliances that are improperly installed or that are not functioning correctly can cause incomplete combustion, which in turn can generate carbon monoxide, a deadly colorless, odorless gas.

Incomplete combustion can also create sooting on interior surfaces inside your home. To avoid these dangers, heating appliances should be inspected annually before the beginning of each heating season.

Mountaineer recommends that licensed professionals perform this work, as they are trained to identify any problems and make any necessary adjustments or repairs.

**MOUNTAINEER GAS COMPANY IS DEDICATED TO PROVIDING SAFE,  
RELIABLE NATURAL GAS SERVICE.**

If you have any questions regarding this notice,  
please visit [MountaineerGasOnline.com](http://MountaineerGasOnline.com) or call 1-800-834-2070.

