

Count on us for safe, reliable energy.



Part of delivering energy safely is sharing how to respond to a natural gas emergency with neighbors like you. In case you didn't know, you live near one of our natural gas compressor sites. These sites power gas through the underground system across the state. The sites are staffed at all hours, every day, with state-of-the-art safety equipment. While emergencies at compressor stations are incredibly rare, it's still important to know who to call and when.

Consumers Energy *Count on Us*

Neighbors of Natural Gas Compressor Stations

What You Need to Know

Sometimes, while our crews are working, pressurized natural gas will rise from an open well. The safest and most environmentally friendly way to manage released gas is through controlled burning, known as flaring.

During flaring, you may see a tall, controlled flame from a flare stack or hear sounds like a blow torch. This flame is continuously monitored and not an emergency. You may also hear or see other work from our crews, but in the rare event of something unusual – here's who to call and when:

Call 800-477-5050 if you suspect a gas leak, which may include:

- Loud, abnormal sounds such as hissing, loud bang/boom or blowing sounds like a jet engine.
- Rotten egg odor, which is added to natural gas to help identify leaks.

Call 800-760-3295 if you see any suspicious activities, which may include someone:

- Hiding, yelling, carrying weapons, physically or verbally threatening a person or the facility.
- Surveying the area with photography, drones, aircraft, or suspicious vehicles.
- Trying to enter through a location other than a gate.
- Not wearing Consumers Energy protective equipment or clothing.
- Scammers pretending to represent Consumers Energy.

Call 9-1-1 if there is gunfire, an explosion, fire or uncontrolled flames.

Count on us to keep you safe and informed.

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