



336 E 56TH ST APT 6

87876-22000-2

June 06, 2024

**IMPORTANT! New Natural Gas Detectors Will Help Enhance Gas Safety**

Dear Customer,

We recently installed a natural gas detector in your home or building to help keep occupants safe from potential gas leaks.

**How Your Gas Detector Works**

The gas detector monitors the air in the area where the gas service pipe or other utilities enter your home or building. If levels of natural gas in that area indicate a potential leak, the gas detector will sound an alarm. When the alarm is triggered, the gas detector will also send an alert to Con Edison. Con Edison and often the Fire Department will respond and investigate, as gas leaks can be very dangerous. The alarm will continue to sound until Con Edison arrives and silences the unit.

**What You Should Do if the Gas Detector's Alarm Sounds**

Gas leaks smell like rotten eggs and can sound like hissing or whistling. If you ever smell gas or hear a potential gas leak, or your gas detector's alarm sounds, act fast and do the following:

- Evacuate immediately and take others with you.
- Do not use a phone; light a match; turn on or off any light switches, flashlights, or appliances; start a car, or do anything else that could create a spark and cause the gas to ignite or explode.
- When you are safely outside, call 911 or 1-800-752-6633. You can report leaks anonymously.
- Do not re-enter the premises until you are told to do so by authorities.
- Never assume that someone else will report the leak or that the gas detector has already notified Con Edison.
- In some situations, you may smell gas before the detector's alarm sounds.

For more information visit [www.coned.com/naturalgasdetector](http://www.coned.com/naturalgasdetector), scan the QR code below or call 1-800-643-1289, option #4.

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Wondering if you can get a better deal on your energy needs? Explore your choices at [PowerYourWay.com](http://PowerYourWay.com).

Page 1 of 4

**Account number:** 87876-22000-2



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You should familiarize yourself and your family members with the enclosed **Important Safety Information & Warnings** concerning your new natural gas detector and the manufacturer's **User's Manual** available at [www.coned.com/naturalgasdetector](http://www.coned.com/naturalgasdetector). If you are a landlord, you should distribute copies of these important documents to your tenants and make additional copies available in common areas of your building.

If we have reached you in error and you are not the owner or manager of the property address listed above, please forward this letter immediately to the appropriate property owner or representative.



## IMPORTANT SAFETY INFORMATION & WARNINGS FOR CON EDISON'S NATURAL GAS DETECTOR

### Important Safety Information

#### **⚠ WARNING**

- Con Edison's Natural Gas Detector ("Gas Detector") detects the presence of natural gas, which can ignite or explode, causing serious injury or death. The Gas Detector is designed to alarm at 10% or greater of the lower explosive limit (LEL) for natural gas.
- When the Gas Detector alarms, it will beep loudly and say, "Danger. Gas-leak explosion risk. Evacuate, then call 911." When the Gas Detector alarms, it will also send a wireless alert to Con Edison. Con Edison and often the Fire Department will then respond and investigate. The Gas Detector's alarm can only be silenced by Con Edison.
- If the Gas Detector alarms, it is warning you of a potentially dangerous situation that requires your immediate attention. NEVER ignore any alarm. Ignoring the alarm may result in serious injury or death.
- If you hear the Gas Detector's alarm sound, natural gas has been detected. If at any time you smell natural gas or the Gas Detector's alarm sounds, do the following:
  1. Evacuate immediately and take others with you.
  2. Do not use a phone, light a match, turn on or off any light switches, flashlights or appliances, start a car, or do anything else that could create a spark or flame and cause the gas to ignite or explode.
  3. Call 911 once you are safely outside the premises.
  4. Do not re-enter the premises until told to do so by authorities.
- In the event of a gas leak, you may smell natural gas before the Gas Detector's alarm is activated. If at any time you smell natural gas - whether or not the Gas Detector's alarm is sounding - immediately evacuate the premises and call 911 once you are safely outside.
- The Gas Detector is powered by an internal battery. Only approved batteries installed by Con Edison should be used in the Gas Detector. Never tamper with the Gas Detector or its battery, or attempt to disconnect, reconnect or replace the battery. Doing so could disable the Gas Detector, cause it to malfunction and/or result in serious injury or death. Disconnecting and/or reconnecting the battery in the presence of natural gas, including after the Gas Detector's alarm sounds, can ignite a fire or trigger an explosion.
- Do not paint over the Gas Detector, obstruct or cover it in any way, or get it wet. Doing so may clog or block the openings to the Gas Detector's sensing chambers and/or cause the unit to malfunction.
- Do not spray or use cleaning agents, insecticides, compressed gas dusters or any other aerosols or chemicals directly on or near the Gas Detector, or expose the Gas Detector to Freon, chlorofluorocarbons (CFCs), Volatile Organic Compounds (VOCs), solvents, silicones, water, steam, high humidity, extreme heat or fire. Exposing the Gas Detector to these substances or conditions may cause the unit to malfunction.
- Do not expose the Gas Detector to dirt or dust, which may cause the unit to malfunction. If you observe dirt or dust accumulating on the Gas Detector, contact Con Edison at 1-800-752-6633 to arrange for the unit to be cleaned. As an alternative, you can clean the Gas Detector, as needed, by gently vacuuming the exterior of the unit including all slotted openings using a household vacuum's soft brush attachment.
- Do not expose the Gas Detector to abnormally strong radio waves or signals, such as those emitted from amateur radio equipment. Exposing the Gas Detector to such radio waves or signals may cause the unit to malfunction.



**▲ WARNING****Gas Detector Limitations**

- The Gas Detector is not guaranteed to prevent property damage, personal injuries and/or death resulting from a fire or explosion caused by a natural gas leak. Like all electronic devices, the Gas Detector has limitations. In the event of a power outage, the Gas Detector's wireless alert signal may not be transmitted by the unit or received by Con Edison.
- The Gas Detector will only detect the presence of natural gas in the limited area where the Gas Detector is installed, which is typically, but not always, near the point-of-penetration in your foundation wall where the gas service pipe or other utilities enter your home or building. This area is located in your basement and may be near Con Edison's gas meter but will vary depending on the location of the meter and the layout of your basement.
  - In the event of a natural gas leak, natural gas may be present in other areas and/or on other floors of your house or building without reaching the Gas Detector located in the basement.
  - Doors, walls and/or other obstructions may affect the rate at which natural gas reaches the Gas Detector.
  - The Gas Detector's alarm may not sound in the event of a natural gas leak in a remote part of your house or building, away from the Gas Detector.
  - You should install other commercially available natural Gas Detectors as needed in other areas of your home or building where natural gas appliances are used.
  - Never move or relocate the Gas Detector from where it is installed. Doing so could disable the Gas Detector, prevent the unit from functioning properly, and/or result in serious injury or death.
- The Gas Detector is designed to only detect the presence of natural gas. It will not detect fire, heat, smoke, or the presence of any other gases, including carbon monoxide (CO). You should install other commercially available smoke and/or CO detectors as needed in other areas of your home or building for early warning of those conditions.
- The Gas Detector's alarm may not be heard in all situations.
  - Since the Gas Detector is installed in basements, people sleeping or awake on upper floors, or in other rooms or areas, may not hear the unit's alarm in the event of a natural gas leak.
  - People in the basement may also not hear the Gas Detector's alarm if the sound is at a distance and/or blocked by closed doors, walls and/or other obstructions.
  - Noise from traffic, stereos, radios, televisions, air conditioners, appliances and/or other sources may also prevent people from hearing the Gas Detector's alarm.
  - The Gas Detector's alarm is not intended for people who are hearing impaired.
- The Gas Detector has a limited operational life. Although the Gas Detector and all of its components have passed stringent tests and are designed to be as reliable as possible, Con Edison will need to periodically replace the Gas Detector or some of its components, including the sensor and/or internal battery. The Gas Detector may not function properly if the battery and/or sensor have failed, or if the Gas Detector or any of its components have been tampered with.
- A yellow blinking light on the front of the Gas Detector indicates that the unit may not be functioning properly or that its battery may be running low. Contact Con Edison immediately at 1-800-752-6633 if you observe a yellow blinking light.

**NOTICE****Property Damage & Insurance Coverage**

- Natural gas leaks can result in fires or explosions that may cause significant property damage.
- The Gas Detector is not a substitute for property, disability, life and/or other insurance of any kind. Obtaining appropriate insurance coverage is your responsibility.