



EMERGENCY PREPAREDNESS

What to do When There is a Utility Failure

Notify the NYCHA Customer Contact Center (CCC) immediately by calling (718) 707-7771, 24-hours-a-day, seven-days-a-week.

General precautions:

- **Ventilation:** If smoke or burning odor is present, evacuate the area.
- **Flooding:** Disconnect electrical devices if safe to do so.

Signs of a gas leak:

- **Smell:** A distinctive, strong odor similar to rotten eggs.
- **See:** A white cloud, mist, fog, bubbles in standing water, blowing dust or vegetation that appears to be dead or dying for no reason.
- **Hear:** Roaring, hissing or whistling

If you suspect a leak, call 9-1-1 from a safe area. Do not use spark producing devices.

Watch a [Con Edison video on gas leaks \(in multiple languages\)](#).