

Carbon monoxide poisoning accident in Osaka Prefecture

August 16, 2024
Osaka Gas Co., Ltd.

Osaka Gas Co., Ltd. (President and CEO: Masataka Fujiwara) reported a carbon monoxide poisoning incident that occurred in Osaka Prefecture on July 6th to the Kinki Branch of the Chubu Kinki Industrial Safety and Inspection Department, pursuant to Article 171 of the Gas Business Act. The following is an overview of the accident.

<Overview of the accident>

- Date and time of occurrence: July 6, 2024, around 9:50 a.m.
- Osaka Gas awareness: At around 10:50 a.m. on August 15, 2024, an on-site investigation was conducted, and a diagnosis of carbon monoxide poisoning was confirmed by a hospital.
- Overview of the occurrence: At a ramen restaurant in Osaka Prefecture, an employee lost consciousness while using a commercial gas range and a commercial noodle boiler (hereafter referred to as gas appliances).
The employee was treated at a hospital and diagnosed with carbon monoxide poisoning.
- Cause: After interviewing restaurant staff, it was confirmed that gas appliances were being used without ventilation.
It is presumed that a lack of oxygen caused the incomplete combustion of gas appliances, resulting in carbon monoxide accumulating in the kitchen.
The results of our investigation are as follows: It was confirmed that carbon monoxide was being generated when the noodle boiler was combusting, but after ventilation, the carbon monoxide concentration inside the restaurant was measured and was found to be 0%.

<Precautions for customers>

1. Lack of fresh air may cause carbon monoxide poisoning due to incomplete combustion and may result in fatal accidents. When using gas appliances, an exhaust and supply system is required. If you are using gas appliances indoors, please be sure to turn on the exhaust fan or operate the ventilation system to ventilate the room.
2. If you use gas appliances indoors, we recommend installing a gas/CO alarm that will alert you with a lamp and sound if it detects carbon monoxide (CO) generated by a gas leak or incomplete combustion near the appliance.

3. Even if there is no apparent abnormality, if you feel unwell or notice an unpleasant odor while using a gas appliance, please immediately stop using the appliance, open a window to ventilate the room, and then contact Osaka Gas.
4. Furthermore, gas appliances that have been in use for a long period of time may suffer from unexpected breakdowns due to deterioration, wear, or blockages caused by oil or dust, which may result in accidents. If repairs or inspections (fees may apply) are required, please contact Osaka Gas, the retailer, or the manufacturer.

For more information on how to use gas appliances safely, please refer to our website (https://ene.osakagas.co.jp/gas/citygas/security/kitchen_safety.html).

Inquiries for customers regarding this matter:

Customer Center, Osaka Gas Co., Ltd.

Toll-free number: 0120-0-94817

Hours: Monday to Saturday 9:00 a.m. - 7:00 p.m.

Sundays and holidays 9:00 a.m. - 5:00 p.m.