



HOW TO SHUT OFF A GAS METER

Video transcript

Hi I'm Bryan from NW Natural and I'm going to show you how to turn off your natural gas meter.

First, I have some important safety tips to share.

- If you smell gas leave the area immediately and call us.
- Do not turn off your natural gas unless you smell gas or hear the sound of gas escaping
- Only turn off your gas if it is safe to do so
- Do not turn the gas back on yourself
- Leave it off and call us at 800.882.3377

In the rare case of a natural disaster, it could be several days before we are able to reach your home.

Here's how to shut off the gas meter

- Locate the shut-off valve on the riser pipe from the ground to your meter
- You don't need a fancy tool, just use an adjustable wrench to turn the valve clockwise a quarter turn
- Turn the valve crosswise to the pipe and it will be in the off position