

NW Natural will visit your home to reactivate your equipment and meter if possible — and if your gas equipment has not been submerged. If you aren't home, a technician will leave a card on your door instructing you to call the customer service line upon your return.

If your gas equipment has been flooded, you must have it inspected by a qualified, licensed HVAC technician or plumber before you can use it again.

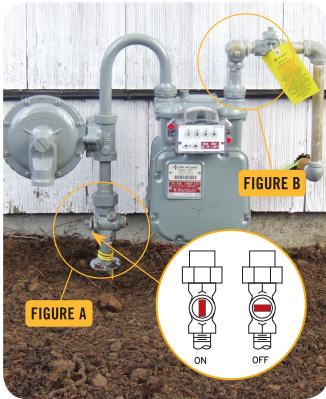
SHUTTING OFF YOUR GAS

If you need to have your gas service turned off, call us and we will do it for you. However, should a natural disaster arise and you can safely turn off your gas supply immediately, follow this simple procedure:

Locate the shut-off valve on the riser pipe from the ground to your meter (Figure A) or on newer meters the service line going from your meter into the house (Figure B).

Use an adjustable pipe or crescent-type wrench to turn the valve a quarter turn in either direction. When the valve head is parallel to the pipe, it is in the **ON** position. Turn the valve head crosswise to the pipe and it will be in the **OFF** position. (See picture at right)

Once the gas is off, leave it off. Call NW Natural when you are ready for



the gas to be turned back on. A qualified service technician will check your system, turn on your service and relight your equipment for you.

FOR MORE INFORMATION ABOUT NATURAL GAS SAFETY, PLEASE CALL 800-422-4012.

Para obtener más información sobre la seguridad del gas natural, llame al **800-422-4012**.

如需更多有 天然氣安全的資訊 請致電 **800-422-4012**。

자연가스 안전과 관련하여 보다 자세한 정보는 전화 **800-422-4012** 번으로 문의하시기 바랍니다.

За дополнительными сведениями об обеспечении безопасности при использовании природного газа, пожалуйста, обращайтесь по тел. **800-422-4012**.

24-HOUR EMERGENCY LINE:

Report any natural gas odor to NW Natural immediately. Please call us at **800-882-3377**.

APPOINTMENTS:

Call **800-422-4012** or visit nwnatural.com to set an appointment at no additional cost to you.



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NATURAL GAS

EMERGENCY PREPAREDNESS INFORMATION



24-HOUR EMERGENCY LINE: 800-882-3377



SMELL GAS?

In any situation, if you smell gas, leave your house on foot and call our emergency line at **800-882-3377** from outside. **Smell. Go. Let us know.®**

CARBON MONOXIDE

WHAT IS CO?

Natural gas is nontoxic and is the cleanest-burning fossil fuel available. Under normal operating conditions, natural gas burns cleanly, producing heat, carbon dioxide and water vapor. But if gas equipment has a mechanical problem that causes the natural gas to burn improperly, it could produce carbon monoxide (CO), which is an odorless, poisonous, and potentially fatal gas.

Some of the indicators of incomplete combustion are a yellow flame (blue is normal) or combustion odors and soot around the front of the furnace or water heater.

HOW CAN I PREVENT THIS?

The best way to prevent CO poisoning is to have your gas appliances inspected regularly by a qualified technician or by NW Natural's service personnel. To schedule an annual equipment inspection – at no additional cost – visit the customer service section of **wnnatural.com**.

Also, make sure that all vents and chimneys are properly installed and inspected regularly for improper connections, visible rust or stains. Keep chimneys and vents free of debris, such as leaves, creosote and animal nests.

Installing and properly maintaining a UL-approved CO detector can alert you when a certain level of CO is in the air, but CO detectors should not replace regular maintenance on appliances.

Follow the manufacturer's instructions for installation. Contact your state fire marshal's office for information regarding proper placement, testing and maintenance of CO detectors.

WHAT IF I SUSPECT CO POISONING?

If you or other members of the household feel out of breath, dizzy, nauseous and have headaches, you could be suffering from carbon monoxide poisoning. Leave your home and get fresh air immediately, then call **911**.

EARTHQUAKES

RIGHT NOW

Before an earthquake strikes, there are important steps you can take to minimize damage that could occur.

Be sure to secure your natural gas equipment, such as water heaters, to minimize movement during a quake. And replace semirigid gas connectors with flexible connectors.

Keep combustibles like paint cans and rags away from your furnace and water heater.

If you choose to install an earthquake shut-off valve (equipment that senses ground movement or shaking and shuts off the flow of gas automatically), you need to contact a qualified, licensed contractor. Visit **wnnatural.com** to learn more.

AFTER AN EARTHQUAKE

After an earthquake, be sure that no flammable items have fallen or spilled near natural gas appliances.

If you detect a strong natural gas odor or hear gas blowing, call the NW Natural emergency line at **800-882-3377**.

If you can safely turn off your gas and have done so, **leave it off** and contact NW Natural to have your service restored. Know that in the event of a major emergency, increased work volumes may cause service delays. It could be days before a service technician can be scheduled to restore service at your home.

If you chose to install an earthquake shut-off valve and it closed, you will need a qualified, licensed contractor to reset the valve and relight your natural gas appliances.

FLOODING

If water rises to the level of your meter or appliances, turn off your gas at the meter, if you feel you can do it safely. Follow the shut-off instructions listed on the back.

Whether or not you can turn off your meter, call NW Natural at **800-882-3377**. If you have turned off your meter, we need to know so we can follow up after the waters recede.

Do not enter a flooded area to shut off appliances. Avoid flooded indoor areas to protect yourself against high voltage electricity that may be present. Gas appliances are made with safety systems designed to shut off the gas if flooded.

After the waters recede, **do not turn your meter back on** if it has been turned off, and do not try to operate either a flooded meter or gas equipment.