



Oil and other liquids can sometimes get into pipelines through condensation or equipment connected to our system, and these liquids can contain potentially hazardous materials. If you notice liquid near natural gas pipes or equipment, do not touch it. Please call us at **1-800-422-4012** and we will send a technician out to inspect.

MAINTAIN YOUR APPLIANCES

Regular inspection, cleaning and maintenance helps ensure your safety and keeps your gas appliances operating efficiently.

NW Natural recommends scheduling an inspection at least once a year.

FOR MORE INFORMATION ABOUT NATURAL GAS SAFETY, PLEASE CALL 1-800-422-4012.

Para obtener más información sobre la seguridad del gas natural, llame al **1-800-422-4012**.

如需更多有天然氣安全的資訊 請致電 **1-800-422-4012**。

자연가스 안전과 관련하여 보다 자세한 정보는 전화 **1-800-422-4012** 번으로 문의하시기 바랍니다.

За дополнительными сведениями об обеспечении безопасности при использовании природного газа, пожалуйста, обращайтесь по тел. **1-800-422-4012**.

24-HOUR EMERGENCY LINE:

Report any natural gas odor to NW Natural immediately. Please call us at **1-800-882-3377**.

APPOINTMENTS:

Call **1-800-422-4012** or visit nwnatural.com to set an appointment at no additional cost to you.



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NATURAL GAS

EQUIPMENT SAFETY
INFORMATION



24-HOUR EMERGENCY LINE: 1-800-882-3377



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NATURAL GAS IS ONE OF THE MOST RELIABLE AND SAFEST FUELS AVAILABLE.

Every member of your household or business should know how to be safe around your natural gas equipment. Be sure to follow these tips.

PILOT LIGHTS

Most natural gas water heaters (and some older gas equipment) have pilot lights that burn continuously. Most new equipment has electronic ignition and an automatic shutoff valve that prevents the main burner from coming on, if the pilot is not lit.

If the pilot goes out, the automatic shutoff valve will activate, and the equipment will safely shut off. If there is a gas odor from an unlit pilot light, report it to NW Natural at **1-800-882-3377**. We can make a thorough examination and relight the equipment.

COMBUSTION AIR AND VENTING

According to state code, "fuel-burning equipment shall be vented to the outside in accordance with its listing label, and manufacturers' installation instructions, unless listed and labeled for unvented use."

Check your equipment vents and combustion air intakes. Make certain they are unobstructed, tight, clean and in good repair. Report any odor to NW Natural. We will send a service technician to investigate.

FLAMMABLES

Vapors from flammable liquids such as gasoline, cleaning solvent, contact cement and paint thinner can ignite when they come in contact with any ignition source.

Safety codes require equipment that generates a glow, spark or flame (such as a natural gas water heater or furnace) have the ignition devices or heating elements and switches at least 18 inches above floor level, unless equipment is listed as Flammable Vapor Ignition Resistant. Check with a qualified contractor to ensure proper installation.

TAKE THESE IMPORTANT PRECAUTIONS:

- Store flammable liquids away from ignition sources.
- Always use flammable liquids in open, well-ventilated areas away from any ignition source.
- Do not fill gasoline tanks or use paint thinner near natural gas equipment. Spills on concrete floors can spread and vaporize quickly.
- Keep all combustible materials (such as paper, curtains and rags) away from natural gas equipment.

ACCESS TO METER AND EQUIPMENT

NW Natural must have unobstructed access to company gas meters and customer equipment. You're required to keep items and debris away from your natural gas meter and to keep nearby hedges and bushes trimmed. If your gas meter is behind a fence or gate, make provisions for NW Natural to have access to it. When you call NW Natural for service, you must make arrangements for us to enter your business or home.

PROTECTING YOUR METER

Periodically clean and paint exposed gas piping from the meter to your home to prevent corrosion. If the meter is located where it could be struck by a vehicle, RV or trailer, call NW Natural to see if a guard post should be installed. »



SMELL GAS?

SMELL. GO. LET US KNOW.®

Natural gas smells like rotten eggs or sulfur. If you smell gas, leave on foot and call our emergency line at **1-800-882-3377**.

24-HOUR EMERGENCY LINE: 1-800-882-3377

