

## WHAT'S THAT SMELL?

In its natural state, natural gas is odorless and colorless. But we give it a rotten egg odor so you'll know something is not right. Smell rotten eggs? Here's what to do: **SMELL. GO. LET US KNOW.**®

### HOW TO IDENTIFY A POSSIBLE GAS LEAK

- **SMELL** rotten eggs or sulfur
- **HEAR** a blowing or hissing sound
- **SEE** blowing dirt

### HOW TO RESPOND

- **GO**, leave the area on foot
- **DON'T** start a vehicle
- **DON'T** use an open flame
- **DON'T** use any electrical or battery-operated device, such as a light switch, phone or garage door opener

### WHO TO CALL

- Once you're away from your home or the area and can no longer smell gas, **LET US KNOW** about the odor by calling our emergency number **800-882-3377**



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

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

Chinese: 如需更多有天然氣安全的資訊 請致電 800-422-4012.

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

Russian: 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:

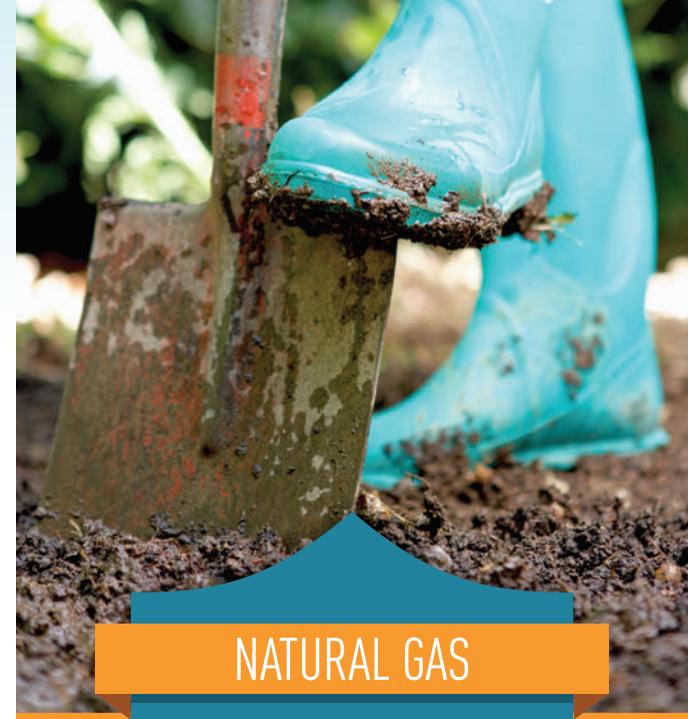
Call **800-422-4012** or visit [nwnatural.com](http://nwnatural.com) to set an appointment at no additional cost to you.



FOLLOW US:



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NATURAL GAS

SAFETY  
INFORMATION



24-HOUR EMERGENCY LINE: 800-882-3377



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

For more than 155 years we've delivered gas to your home or business with safety as our number one priority. As a result, our pipeline system is one of the most modern in the nation.



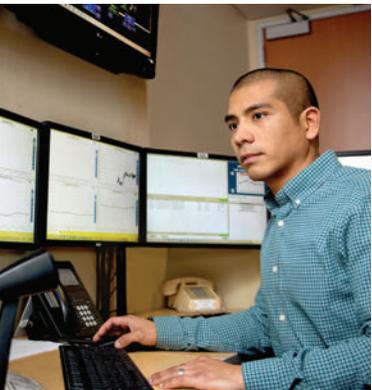
## SAFETY COMES FIRST

### YOUR PARTNER IN SAFETY

We are one of the first utilities to replace cast iron and bare steel pipes with modern materials. The new polyethylene or coated and cathodically protected steel pipes are highly resistant to corrosion and have a life expectancy of up to 100 years.

Our gas control room is staffed 24 hours a day, 365 days a year, to make sure our system is working the way it should. We also conduct regular in-person inspections of our pipelines and about 500,000 routine field visits every year.

Together, we can continue to be a leader in safety. We encourage you to learn more about how you can be safe around natural gas by reading this brochure.



## CALL 811

### BEFORE YOU DIG

Pipelines may be located under streets, sidewalks or even on private property. It's important to know where they are before you dig. Even planting a tree or shrub requires a call.

As a property or business owner, you or your contractor are required by law to call 811 at least two business days before you dig. NW Natural and other utilities will send a professional locator to mark your utility lines at no cost to you.

Also, be sure to use only hand tools within 24 inches of each marked line to carefully expose the exact locations before using power equipment in the area.

If you damage a pipe, call us immediately at **800-882-3377**. No damage is too small to report. We want to know about gouges, scrapes or dents to a pipeline, its coating or any part of the pipe because those can lead to future problems. If you smell natural gas while you're digging, leave the area on foot, and then call 911 and NW Natural to report the leak.

## LOCATING PIPELINES

### LOOK FOR THE MARKERS

Since most pipelines are buried, pipeline markers indicate the approximate location of underground pipelines near you.

To find out more information about the locations of natural gas transmission pipes, you can view a map at the National Pipeline Mapping System website at [npms.phmsa.dot.gov/](http://npms.phmsa.dot.gov/).

## HELP US OUT

If you witness suspicious activity on or near our pipeline system, please call **911** and let us know at **800-882-3377**.

We can't be everywhere so we appreciate your help.

It's important to us that you feel comfortable with every aspect of your natural gas service.

Please visit [nwnatural.com](http://nwnatural.com) to access other important safety information such as: the signs and symptoms of carbon monoxide poisoning, gas equipment maintenance and emergency preparedness.