

Help us keep our *system safe*

We do everything we can to ensure safety – and we ask you to help by following these important natural gas safety guidelines:

CALL BEFORE YOU DIG

It's the safe, smart thing to do – and it's the law.

CALL



Know what's below.
Call before you dig.

OR CALL THE UTILITY NOTIFICATION CENTER:

IN OREGON
800.332.2344

IN WASHINGTON
800.424.5555

SMELL. GO. LET US KNOW.

If you smell natural gas, leave the area immediately. Then call us at 800-882-3377 from a different location:

- Do not use your telephone. This includes cellular phones and all types of portable communication and electronic devices that have a battery. These can spark and create a source of ignition.
- Do not light matches or create any other source of ignition.
- Do not operate ANY electrical switch, including lights, on or off, or electronic garage openers.
- Leave doors and windows open on your way out.
- Evacuate everyone from the area.

QUESTIONS?

It's important to us that you feel comfortable with every aspect of your natural gas service. Please call us at 800-422-4012 with any questions, and visit nwnatural.com frequently.



NW Natural®



NW Natural

your partner in safety

As your local natural gas provider, we want you to know all that we are doing to ensure the safety of our pipeline system.



Here are some facts you should know

about our safety efforts

WE HAVE ONE OF THE NATION'S MOST PROACTIVE PIPELINE SAFETY PROGRAMS

NW Natural is one of the first gas utilities in the U.S. to replace all our cast iron pipes with polyethylene pipes and cathodically protected and coated steel pipes. These pipe materials are highly resistant to corrosion and have an expected life of up to 100 years.

WE CONSTANTLY MONITOR THE SAFETY OF OUR SYSTEM

Our gas controllers are at work, 24 hours a day, 365 days a year, monitoring pressures and flows on our transmission system to identify changes that could indicate a potential problem.

We conduct frequent patrols, surveys and inspections of our transmission lines (bigger, higher pressure pipes that make up less than 3 percent of NW Natural's system).

We meet or exceed every federal and state pipeline safety regulation. And with the support of state regulators, NW Natural has one of the most proactive pipeline management and replacement programs in the United States.

We check these pipelines by conducting surveys using very sensitive electronic leakage detection instruments at least once every year. Our transmission pipeline safety efforts are managed under a federal pipeline Integrity Management Program.

Every year, field technicians survey our transmission and distribution pipelines (smaller, lower pressure

In addition to all our monitoring and inspection activities, our employees complete approximately 500,000 routine field visits each year, during which they are trained to observe and report any pipeline safety issues.

lines) in business districts and places of public occupancy. In addition, we conduct other surveys over our entire distribution pipeline system at least once every five years.

We also check our steel distribution pipes each year to make sure anti-corrosion protection is functioning properly, and we regularly test to make sure the "odorant" (rotten egg/sulfur smell) is at an appropriate level to alert customers to possible gas leaks.

"THIRD-PARTY DIG-INS," THE MAJOR CAUSE OF PIPELINE INCIDENTS, ARE ON THE DECLINE

The number one cause of pipeline incidents across the nation is someone digging into the pipe. But concentrated efforts by NW Natural, state and federal regulators and other public agencies, coupled with the new 8-1-1 Call Before You Dig number, have helped reduce damages from excavation by 60 percent between 2008 and 2009.



NW Natural®

*You can learn more about natural gas safety
at nwnatural.com.*