

NATURAL GAS SAFETY INFORMATION

THERE'S A REASON OUR GAS SMELLS LIKE ROTTEN EGGS.

At NW Natural, we could have made our gas smell like anything: like chocolate chip cookies...or BBQ ribs! But we gave it a rotten egg odor. That way, you know when something's not right.

SMELL. GO. LET US KNOW.

Smell rotten eggs? Any odor of natural gas inside your home or business may indicate a leak. If you **SMELL** rotten eggs, leave the area or **GO** and **LET US KNOW**. We'll come and make sure everything's safe.

REPORT ANY NATURAL GAS ODOR TO NW NATURAL IMMEDIATELY



NW Natural®

CALL 800.882.3377
nwnatural.com



Natural gas is one of the safest fuels available, and you can help keep it that way. This brochure provides natural gas safety precautions and tells you what to do if you smell gas. We encourage you to share this information with members of your household or business.

NW Natural cares about your safety

CALL BEFORE YOU DIG – IT'S THE LAW

As a property or business owner, you (or your contractor) are required by law to notify underground utilities at least two business days in advance **BEFORE YOU DIG ON YOUR PROPERTY**. Call the Utility Notification Center to have underground gas lines (and other participating utilities' lines) located at no charge to you.

In addition, to ensure you do not accidentally build on top of natural gas service lines, mains or other natural gas facilities, call the Utility Notification Center **BEFORE YOU REMODEL OR BUILD**. It is the property owner's responsibility to be sure all NW Natural equipment at the premise are safe and accessible. If a "build over" is discovered, the owner may be required to reimburse NW Natural for any costs it may incur in relocating its equipment.



**Know what's below.
Call before you dig.**

CALL THE UTILITY NOTIFICATION CENTER: Dial 811

What to do if you smell gas – SMELL. GO. LET US KNOW.

In its natural state, natural gas is odorless and colorless. But we gave it a rotten egg odor so you'll know something is not right. Smell rotten eggs? Here's what to do:



SMELL - How to identify a possible gas leak.

- Unusual odor or scent (rotten egg or sulfur smell).
- You hear a blowing or hissing sound.
- See blowing dirt.



GO - What to do.

- Leave the area.
- **DON'T** start a vehicle in a garage or near any natural gas odor.
- **DON'T** smoke or use a match or lighter.

- **DON'T** use any electrical or battery-operated device, such as a light switch, phone, appliance or garage door opener.
- **DON'T** try to find the leak.

LET US KNOW - Who to call.

- Call NW Natural and report the odor immediately! Call **800.882.3377** (24-hour emergency line). Use a cell phone away from the area, a neighbor's phone or public phone.

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 situation arise where you need to turn off your gas supply immediately, follow this simple procedure:

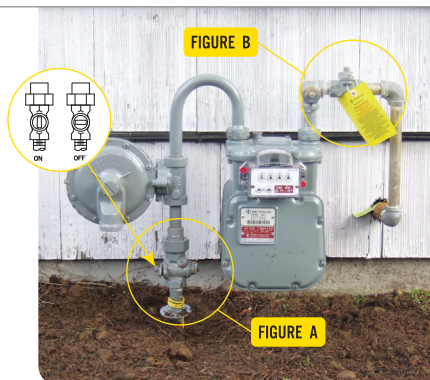
Locate the shutoff valve on the riser line coming from the ground to your meter (Figure A) or on newer meters the service line going from your meter into the house (Figure B).

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**.



There are also natural gas shutoff valves on the lines fueling individual pieces of equipment.

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.



Kitchen safety

- If a burner flame goes out on a manually operated (no pilot light) oven or top burner: Shut off the range. Wait for the gas to dissipate. Then relight the burner. When lighting, **ALWAYS** light the match first, place it at the burner, and then turn on the range knob.
- Keep combustible materials such as paper towels, curtains, clothing and electric cords away from range burners.
- Keep an all-purpose (ABC-rated) fire extinguisher in a convenient location in the event of a range-top fire. You can also use baking soda to put out a grease fire. Small fires often can be smothered with a wet towel or a large pot lid.



- Keep burners and the range top clean. Boil-overs and grease accumulations are a fire hazard.
- Prevent grease build-up and fires on commercial ranges and cooking systems. Regularly inspect and maintain exhaust hoods and duct systems. Follow National Fire Protection Standards and local fire codes for proper ventilation requirements and to ensure the safe operation of natural gas and electric equipment. Obtain local fire code information from the Environmental Health Department in your city.



Other safety information

ACCESS TO METER AND EQUIPMENT

NW Natural must have unobstructed access to company gas meters and customer equipment. Customers are required to keep items and debris away from their 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. In addition, be certain our service technician has an unobstructed path to your natural gas equipment.



CARBON MONOXIDE

Natural gas is non-toxic. Under normal operating conditions, it burns cleanly, producing heat, carbon dioxide and water vapor.

If equipment has a mechanical problem that causes the natural gas to burn improperly, it could produce carbon monoxide. CO is an odorless, poisonous and potentially fatal gas. A couple of indicators of incomplete combustion can be a yellow flame (a blue flame is normal) or combustion odors and soot around the natural gas equipment. People who feel out of breath, dizzy, nauseous and have headaches or feel sleepy, tired, and/or are more drowsy than normal – combined with any other symptoms – could be suffering from carbon monoxide poisoning. **REMEDY:** Get fresh air right away. Then call the gas company to have your equipment inspected. **PREVENTION:** Regular equipment checks by a qualified technician or a NW Natural service technician can be the best prevention of carbon monoxide poisoning.

FLAMMABLES AND EQUIPMENT ELEVATION

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. Because many flammable vapors are heavier than air, 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. Check with a qualified contractor to ensure proper installation.

SAFELY MAINTAINING EQUIPMENT

We also want to remind you of safe practices for working on natural gas equipment and pipes. During the

gas transportation process, trace materials can be introduced into or accumulate in the pipeline or gas equipment. These materials can include benzene, rust particulates, PCBs, metals and hydrocarbon-laden water. As some of these constituents are potentially hazardous and could be present in the system, such as in oil or liquids, they must be handled appropriately. As a precaution, oil or other liquid in a meter, piping or near equipment should only be handled by NW Natural’s trained technicians. If you discover liquids, please contact us at **800-422-4012** and we will send a technician out to inspect. In addition, please visit [visit nwnatural.com](http://www.nwnatural.com) for more information about safely working on natural gas piping and 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 combustion odor to NW Natural. We will send a service technician to investigate.

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.



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. We can make a thorough examination and relight the equipment.



ALWAYS operate natural gas equipment in accordance with manufacturers’ instructions.

PROTECTING YOUR GAS METER (Guard Posts)

When there is a potential hazard to a gas meter, such as vehicle traffic, an RV or trailer, federal pipeline safety regulations require the meter to be protected by a guard post. A minimum of six inches clear space must be kept between the guard post and the meter set or house line piping. In some cases, the installation of two guard posts may be necessary to meet the safety requirement.

YOUR GAS PIPING

Ownership: The gas piping from NW Natural’s meter to the equipment belongs to the customer and is the customer’s responsibility.

Installation: Use a qualified installer who follows applicable state and local codes. Your installer and building official can provide specific installation requirements.

Inspections: Regularly check for evidence of leaks and corrosion. You may want a qualified heating contractor, plumber or equipment installer to do this for you.

Maintenance: Periodically clean and paint exposed pipe to prevent it from corroding.

EARTHQUAKES

Be prepared: Secure your natural gas equipment so it won’t fall over.

After an earthquake: Clear away any flammables that have fallen or spilled near natural gas equipment. (See instructions on page 1.)

Turn off your gas ONLY if you smell or hear natural gas leaking. Once the gas is off, leave it off.

In the event of a major emergency, increased work volumes may cause service delays. It may be several days before a service technician can get to your home or business to restore service.



NW Natural®



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Call before you dig.

SMELL. GO. LET US KNOW.

Smell rotten eggs or sulfur?
Leave immediately and call us away from the area.

24-hour emergency line: 800-882-3377

For more information or questions about natural gas safety, please call 800-422-4012.

Para preguntas sobre la seguridad del gas natural, por favor llamar al 800-422-4012.

หากต้องการรายละเอียดเพิ่มเติมเกี่ยวกับความปลอดภัยของก๊าซธรรมชาติ สามารถสอบถามได้ที่ 1.800.422. 4012 .

สำหรับ รายละเอียด เพิ่มเติม ระวังภัย ความปลอดภัย จาก ภัยแก๊ส Natural Gas กรุณา โทร 1-800-422-4012.

За дополнительной информацией по технике безопасности при использовании природного газа обращайтесь по телефону: 1-800-422-4012.

Muốn biết thêm chi tiết về sự an toàn hơi đốt thiên nhiên, xin gọi 1-800-422-4012.

