

SPECIAL NOTICE ON

HOUSELINE MAINTENANCE



NW Natural and the state regulatory commissions in Oregon and Washington want you to be aware of your responsibilities with respect to your gas piping.

You are responsible for maintaining the gas piping from the outlet of the gas meter to the gas appliances in your home or business. This is called the **“Houeline.”** The gas company is responsible for maintaining the gas piping from the street to the meter. This is called the **“Service Line.”**

NW Natural surveys all its service lines periodically. During a survey, we may determine that a meter is at risk of being damaged by vehicles, and may install protective meter guard posts at no cost to the homeowner. Your houeline should be inspected from time to time as well. You should periodically check on the outside portion of your houeline (extending from the meter outlet to the building wall) for possible needed repairs. You should keep your houeline painted to retard rust. If your houeline is ever damaged, inside or outside, you should make the needed repairs promptly.

If any of your houeline is underground, there is greater risk that it will corrode or develop a leak.

Buried metallic houelines should be periodically inspected for corrosion and leakage. Plastic houelines (permitted only underground and outside the →



NW Natural[®]

building), though not subject to corrosion, should also be periodically inspected for leakage. If an unsafe condition is discovered, the buried houseline should be repaired. You should not attempt to repair a buried houseline yourself. Locating, inspecting and repairing your houseline requires specialized equipment and knowledge. A NW Natural certified contractor can be found by calling Service Solutions at **877-243-5855** or by visiting **nwnatural.com/Contractor**. Be sure to work only with qualified contractors.

When excavating near buried gas piping, the piping should be located in advance, and the excavating should then be done by hand with a shovel or a spade. Remember that state regulations require you to call a utilities notification center before you dig.



→ **CALL NW NATURAL TO REPORT A NATURAL GAS ODOR:**

800-882-3377

This notice is provided in compliance with Federal Regulations 49 CFR 192.16.

nwnatural.com

