



NW Natural®

Comfort Zone customer newsletter from NW Natural
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Safety & Reliability Edition

Your guide to home safety

In this special edition of the Comfort Zone, you'll find practical tips to help you prepare for a safety issue or natural disaster.



BE PREPARED

Helping you prepare for a safety issue, before one arises

Underground, we've upgraded our pipelines with flexible materials to better withstand seismic activity. Above ground, our gas control room is staffed 24/7—and backed up by a second facility for added reliability.

But emergency preparedness doesn't stop with us. You can take steps to keep your household safe and ensure your natural gas appliances are ready for emergencies. **Here are a few key steps to prep:**

- Meet as a family and create a safety plan. Assign responsibilities, practice your plan, and prepare for a power outage.
- Create an emergency kit.
- Know how to use your gas appliances in a power outage *before* the power goes out.
- Download the free NW Natural safety app, where you can store essential safety information in one place for easy access.
- And, if you smell something like rotten eggs, it could be natural gas, so remember to leave your home immediately and call our 24-hour emergency line at 800-882-3377.



WIN AN EMERGENCY SAFETY KIT

We prepare for natural disasters—and you can, too!

The NW Natural emergency kits are back! **After last year's popular safety sweepstakes, we're giving away another 50 emergency-preparedness kits** to help you be ready for whatever fall and winter bring.

Each kit comes with:

- Two pop-up lanterns
- Power bank
- Emergency radio
- Batteries (for your natural gas fireplace backup and kit devices)
- Wand lighter
- Emergency blanket



Enter today at nwnatural.com/Prepare



See more tips at nwnatural.com/Prepare

MORE SAFETY RESOURCES





STAY SAFE

More safety reminders to help you this fall

It's the perfect time to refresh your safety know-how. Here are some of the essential fall safety reminders we recommend most:



Download the free NW Natural Safety App

In this app, you can add your own list of emergency numbers, complete a home safety checklist, learn how to create an emergency plan, and much more.



Know how to shut off your gas meter

In case of a natural disaster, it's important to know how to safely shut off your gas meter. Watch our quick tutorial at nwnatural.com/Prepare



Click or call 811 before you dig

Planning a fall yard project? Always notify 811 before digging to avoid damaging underground utility lines. It's free, fast, and it's a law that helps keep everyone safe.



Carbon monoxide awareness

Carbon monoxide (CO) is odorless and poisonous, and caused by malfunctioning equipment or appliances that don't vent properly. **Here are tips to keep CO in check:**

- **Install UL-approved carbon monoxide detectors** around your home.
- **Ensure all vents and chimneys are properly installed** and inspected regularly.
- **Look for improper connections**, visible rust or stains on vents and chimneys.
- **Keep chimneys and vents free of debris**, such as leaves, creosote and animal nests.



BE READY FOR A POWER OUTAGE

Keep your home cozy, even when the power is out



It's true! Many natural gas appliances can still operate during an outage, and we're here to help you learn how to use them. Watch our power-outage videos for easy, step-by-step instructions.

Here's what you'll find:

1 Natural gas fireplaces

Most models include a battery backup. Just insert the correct-size batteries, flip the manual switch or use the remote, and enjoy warmth even when the power is out.

2 Tankless water heaters

Optional battery backups can activate automatically during a power outage—no action needed.

3 Tank water heaters

Most have a standing pilot light. As long as the pilot is lit, your hot water will keep flowing without any extra steps.



Watch helpful how-to videos at nwnatural.com/Poweroutage



Know your rights and responsibilities as a NW Natural customer

We are committed to providing safe and reliable natural gas service to all customers. You can help us meet this commitment by keeping your gas meter and other NW Natural facilities protected from damage or tampering, and alerting us in advance at nwnatural.com or 800-422-4012 if you plan to move, wish to change your service, or have a service problem.



Know your customer rights and responsibilities: View the Rights and Responsibilities brochure at nwnatural.com/BillInserts