



NW Natural®

Comfort Zone customer newsletter from NW Natural
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Safety & Reliability Edition

Your guide to home safety

This special safety edition of the Comfort Zone is packed with simple ways to prepare for the unexpected, use natural gas safely and enter for a chance to win a natural gas generator.



ENTER FOR A CHANCE TO WIN A NATURAL GAS GENERATOR

When the power goes out, be a bright spot in your neighborhood

You may already count on natural gas appliances to cook meals and heat your home when the power is out. But did you know natural gas can also keep your whole home running during an outage? That means keeping food fresh, staying connected online, and charging devices when electricity is not available.

A natural gas generator, installed outside your home, runs on the natural gas service you already have and is designed to restore power within moments of an outage. There are no cords to run and nothing to switch on. It turns on automatically when you need it.

Enter the **NW Natural Block Star Sweepstakes** for a chance to win a professionally installed natural gas generator. Simply share a story about how natural gas helped your household stay comfortable during an outage, from cooking a meal to keeping warm. Twenty-five runners-up will receive home preparedness kits.



Enter today at nwnatural.com



BE PREPARED

Ways to stay safe, informed and prepared for emergencies

We continuously invest in the safety and reliability of our natural gas system and work year-round to stay prepared for emergencies. At home, a few simple steps can help you be ready, too.

- **Know what to do next.** Create a family emergency plan and make sure everyone knows what to do in different situations.
- **Keep important safety information within reach.** Download the free NW Natural Safety App for quick access to emergency contacts and safety tips.
- **Have essential supplies ready.** Pack an emergency kit for your household, including pets.
- **Know how natural gas appliances can help during a power outage.** Watch our videos to learn which appliances can operate when the power is out.
- **Know what's happening nearby.** Sign up for emergency alerts in your county to receive timely updates and instructions specific to your area.



See more steps at nwnatural.com/Prepare

MORE SAFETY RESOURCES





BE AWARE

Steps to take if you suspect a natural gas leak: Smell. Go. Let us know.



In its natural state, natural gas is odorless and colorless. That's why we add a distinctive smell, similar to rotten eggs or sulfur, to help you recognize a potential gas leak. If you notice that smell, it's important to act quickly. Here's what to do:

SMELL. GO. LET US KNOW.®

How to identify a possible gas leak

- **SMELL** an odor similar to 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 safely away and can no longer smell gas, let us know by calling our emergency number at 800-882-3377 to report the odor.



BE READY

Good safety know-how to have all year long

Most days, you won't need these safety tips. But when the situation arises, knowing what to do can help you respond quickly and safely. Here are three reminders worth reviewing each year.

1 Know how to shut off your gas meter.

In the event of a natural disaster, it's important to know when and how to safely shut off your gas meter. Take a few minutes to familiarize yourself with the process before an emergency occurs.

2 Install a carbon monoxide detector.

Carbon monoxide (CO) is odorless and poisonous. Install UL-approved CO detectors throughout your home so you'll be alerted if dangerous levels are present.

3 Contact 811 before you dig.

Planning a landscaping or home improvement project? Always notify 811 before digging so underground utility lines can be marked. It's free, it's fast, and it helps keep everyone safe.



Learn more safety tips and watch how-to videos at nwnatural.com/Prepare



Remember: Smell. Go. Let us know by calling 800-882-3377



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