

YOUR SAFETY IS ALWAYS FIRST

Please see NW Natural gas safety information inside.

**SERVICE
SAFETY
COMMUNITY**
Since 1859

In a natural gas emergency, call 911 and NW Natural at 800-882-3377



Our commitment to safety

NW Natural has been serving the Pacific Northwest for more than 165 years. We deliver natural gas to your home or business through one of the safest, most modern pipeline systems in the nation. This system also meets or exceeds state and federal pipeline safety regulations.

You can help us by following these safety tips and sharing with your household or business. Thank you for choosing NW Natural as your dependable energy provider.

Call 811 or click before you dig—it's free and it's the law

Utility lines beneath the ground provide all the essentials of a modern home, including electricity, cable TV, internet, water, natural gas and sewer. Call **811** to locate them at least two business days before you start any project that involves digging on your property—like landscaping, fence installation or construction.

It's the law, one that can prevent thousands of dollars in damage and the risk of injuries.

Here's what happens after you call **811** to have underground utilities located.

- A utility locator comes out to your home or business.
- The contractor locates natural gas and utility lines on your property—for free.
- The contractor uses visual markers to identify the lines so you know where it's safe to dig, and areas you or a contractor should avoid.

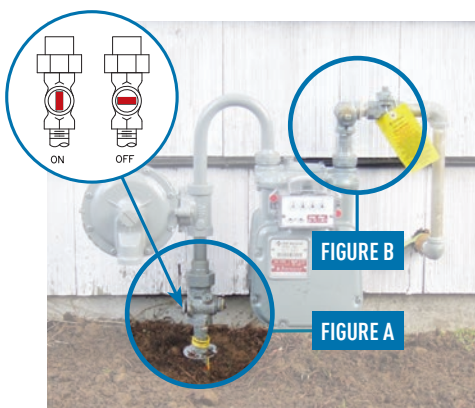
If you damage a pipe, call us immediately at **800-882-3377**. No damage is too small to report.



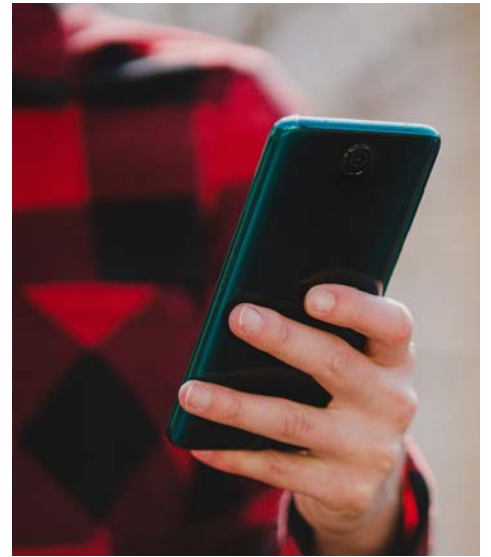
Shutting off your gas meter

If you need your gas service turned off, call us and we'll take care of it for you. If you ever need to turn it off immediately, follow the procedure below.

- 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).
- 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. (See picture at right.)



→ **If you turn the gas off, LEAVE IT OFF**, and call us at **800-882-3377**. Do not turn it back on yourself. Appliances and natural gas lines will need to be checked before service can be safely restored.



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. But we give it a strong smell similar to rotten eggs or sulfur so you'll know if something isn't right and whether to leave your house or building immediately. Smell something unusual? 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

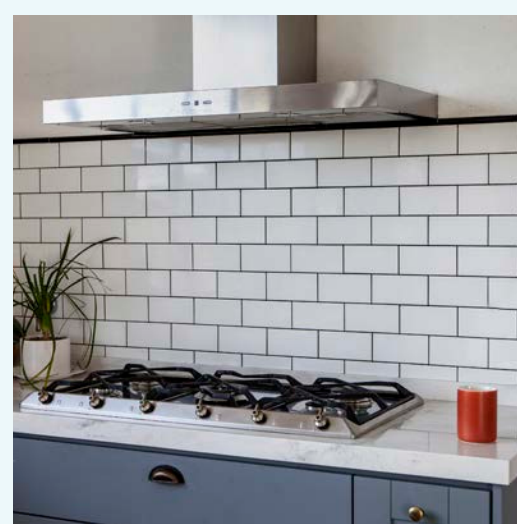
Who to call

Once you're away from your home or the area and can no longer smell gas, **LET US KNOW** about the odor by calling our emergency number **800-882-3377**.

Safety in the kitchen

When cooking at home, remember these kitchen safety tips:

- 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 rangetop 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 range tops clean to help prevent boilovers and grease buildup, which can create fire hazards on commercial ranges and cooking systems.
- Regularly inspect and maintain exhaust hoods and duct systems.



How to keep your meter safe and accessible

1 Watch out for gas theft

It's a crime to use natural gas that isn't correctly metered. Look out for unauthorized persons near your meter, extra parts attached to it or other damage.

What to do:

If you suspect someone has tampered with your meter, leave your meter as you found it and call us at **503-226-4211**.



2 Clear meter obstructions

We need your help to keep a clear path to the meter so we can read it and bill you correctly, or turn it off in case of emergency.

What to do:

- Maintain an accessible footpath to the meter.
- Make sure the meter has three feet of clear and unobstructed space above and in front of it.
- Keep the meter in an open, ventilated space.
- Keep snow, ice and other debris off your meter. Use a soft broom or brush, and no sharp tools.
- Don't tie or hang anything to the gas meter or piping.

3 Protect the meter

- Periodically clean and paint exposed gas piping from the meter to your home to prevent corrosion.
- If the meter is located where it could be struck by a vehicle, RV or trailer, call NW Natural to see if a guard post should be installed (see picture at left).

Oil and other liquids can sometimes get into pipelines through condensation or equipment connected to our system, and these liquids can contain potentially hazardous materials. If you notice liquid near natural gas pipes or equipment, do not touch it. Please call us at **800-422-4012** and we will send a technician out to inspect.

Carbon monoxide safety

Natural gas is non-toxic. Under normal operating conditions, it burns cleanly, producing heat, carbon dioxide and water vapor. But if natural gas isn't burning properly or the appliance is malfunctioning, it could create a hazard. Though rare, either situation could result in an excess amount of carbon monoxide in the air.

Warning signs to watch for:

Carbon monoxide (CO) is odorless and poisonous, and caused by malfunctioning equipment or appliances that don't vent properly. CO deprives the heart, brain and other vital organs of oxygen.

UL-approved carbon monoxide detectors can immediately alert you when a high level of CO is in the air. Other physical signs to look out for include:

- A yellow flame instead of blue on gas equipment and appliances.
- Soot around the front of a furnace or water heater.
- A furnace that constantly runs, but doesn't warm up the house.
- The appearance of moisture inside of your windows.
- You or others experiencing headaches, shortness of breath, dizziness, nausea or confusion.

Tips to keep carbon monoxide in check:

As our customer, you can schedule a free Annual Equipment Inspection. A NW Natural technician comes to your home and inspects appliances to ensure they're running correctly and efficiently.

Here's what else you can do:

- 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.

Safety tips for everyday scenarios

Because CO can be caused by different sources, be sure to follow these safety tips:

- Always grill outdoors in an open space.
- Never sit in a parked car with the engine running and the windows closed.*
- Always provide proper venting when you operate kerosene or propane heaters indoors.
- Never use the gas range or oven for home heating.

* Vehicle exhaust is responsible for more than half of the unintentional CO deaths each year.

The safety of our delivery system

We are one of the first utilities to replace cast iron and bare steel pipes with modern materials. The new pipes are highly resistant to corrosion and have a life expectancy of up to 100 years. **Our system meets or exceeds state and federal pipeline safety regulations.** Why? Because public safety and environmental protection are such important priorities.

Our gas control room is staffed 24 hours a day and monitors our pipeline system. We patrol our pipelines throughout the year. We are also staffed to respond to emergencies, around the clock. Together, we can continue to be a leader in safety.



Look for the markers

Since most pipelines are buried, pipeline markers indicate the approximate location of underground pipelines near you. To find out more information about the locations of natural gas transmission pipes, you can view a map at the National Pipeline Mapping System website at <https://pvnpm.s.phmsa.dot.gov/PublicViewer/>.

Help us out

If you witness suspicious activity on or near our pipeline system, please call 911 and let us know at **800-882-3377**.



For more information and tips on home safety, scan this QR code.

In a natural gas emergency, call 911 and NW Natural's 24-hour emergency line: **800-882-3377**

En una emergencia de gas natural, llame al 911 y a la línea de emergencias de 24 horas de NW Natural: **800-882-3377**

В случае аварийной ситуации с природным газом звоните по тел. 911 и на круглосуточную аварийную линию компании NW Natural: **800-882-3377**

如遇天然气紧急情况, 请拨打 911 以及 NW Natural 的 24 小时紧急热线: **800-882-3377**

Trong trường hợp khẩn cấp về khí đốt tự nhiên, hãy gọi 911 và đường dây khẩn cấp 24 giờ của NW Natural: **800-882-3377**