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.

- If a burner flame goes out on an electric range, oven or top burner: Shut off the range and then turn on the range knob.

- If you smell gas. We encourage you to share this information with members of your household or business.

- Prevent grease build-up and fires in your kitchen.

Shutting off your gas

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

- Use an adjustable pipe or crescent-type wrench to turn the valve head a quarter turn in either direction.

- 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.

- If you smell gas. We encourage you to share this information with members of your household or business.

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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 rotten eggs? Here’s what to do:

- SMELL. How to identify a possible gas leak:
  - Unusual odor or scent (rotten eggs or sulfur smell).
  - You hear a hissing or hissing sound.
  - See blinding 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.

- LEAVE. What to do:
  - Call NW Natural and report the odor immediately! Call 800.882.3377.
  - Turn the valve head crosswise in its natural state, natural gas is odorless and colorless. But we gave it a rotten egg odor so you’ll know something is amiss. It is the property owner’s responsibility to be sure all 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.

- CALL THE UTILITY NOTIFICATION CENTER: Dial #11

- KEEP YOUR PROPERTY BEFORE YOU REMODEL OR BUILD. It is the property owner’s responsibility to be sure all 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.

- CALL 800.882.3377

- REPORT ANY NATURAL GAS ODOR TO NW NATURAL IMMEDIATELY.

- Go 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, 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 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.

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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 eggs or sulfur smell).
  - You hear a hissing or hissing sound.
  - See blinding 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.

- LEAVE. What to do:
  - Call NW Natural and report the odor immediately! Call 800.882.3377.
  - Turn the valve head crosswise
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 your service technician has an unobstructed path to your natural gas equipment.

CARBON MONOXIDE

Natural gas is nontoxic and is the cleanest-burning fossil fuel available. 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. RECOVERY: Get fresh air right away. Then call the gas company to have your equipment inspected.

PROTECTION OF YOUR GAS METER

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

Owning: 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 piping to prevent it from corroding.

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.

CONBUSTION 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 any ignition source.
- 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.

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 shutdown valve that prevents the main burner from coming on if the pilot is not lit. If the pilot goes out, the automatic shutdown 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.

Questions about natural gas safety? Please call 1.800.422.4012.

Para preguntas sobre la seguridad del gas natural, por favor llamar al 1.800.422.4012.

For more information

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