

Keep Snow and Ice Away From Meters

As we enter the winter season and the snow begins to fall, customers are encouraged to inspect their natural gas meter(s) on a regular basis and remove any ice and snow built up. This is for your personal safety. Keeping your meter(s) clear of accumulation will help prevent damage that could result in a hazardous situation.

Why is it important to keep your meter clear of snow and ice buildup?

- Accumulated snow and ice places stress on the regulator and meter piping, and could cause gas to leak into your home and create an unsafe condition.
- Excessive snow cover may result in abnormal pressure, affect appliance operation and interrupt your service.
- If there is an emergency, response crews will need clear access to your meter.

Meters are designed to withstand extreme weather conditions, but remember to protect them from ice and snow buildup during the harsh winter months.

- When removing heavy accumulations of snow or ice, do not strike meters with snow blowers, blades or shovels.
- Do not kick your meter to break or clear ice.
- Use a broom, a snow brush or your hands to lightly remove snow and ice that is capable of being removed. For extremely heavy ice buildup, please contact Cascade Natural Gas.
- Remove icicles and snow from overhead eaves and gutters to prevent damage to the meter as they fall. Also, dripping water can splash and freeze on the meter or vent pipes.



Carefully clear and keep the snow and ice away from the meter for your personal safety.

Meter Reading and Safety Requires Clear Access to Meter at All Times

Ice and snow may block the electronic reading of your meter. Our desire is to accurately bill your natural gas usage.

- Please keep the area in front of and around your gas meter clear at all times. If you are storing a boat or trailer in front of your meter, try not to completely block off the meter.
- Please contact Cascade Natural Gas to discuss the building of decks, boxes or landscaping planned around your meter to avoid creating a hazardous situation.

Excavation damage prevention

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Using recommended safe digging practices prevents harm to pipelines and services on your property. Call 811 two business days before you dig.



If you believe damage has occurred around the meter, or you have no heat or smell gas, call Cascade Natural Gas immediately.

All Emergencies – 24-Hour Response – 1-888-522-1130

Customer Service

1-888-522-1130

Call 7 a.m.-7 p.m. Monday-Friday

www.cngc.com

Thank you for your cooperation.



In the Community to Serve®

IF YOUR NATURAL GAS SERVICE IS INTERRUPTED FOR ANY REASON, PLEASE CALL US IMMEDIATELY: 1-888-522-1130.