

# EMERGENCY GAS Shut-Off

***To be fully prepared for an emergency, you should know how to shut off the natural gas service to your home.***

The following are examples of emergencies; however, it is not a comprehensive list:

- Fire in structure or near the meter.
- Earthquakes with enough magnitude to displace equipment.
- Floods.
- Wind damage.
- Carbon monoxide symptoms.
- Gas odors.

If an emergency occurs, but ***you do not experience flulike symptoms or smell or hear escaping gas, then you probably do not need to shut off your gas.*** Doing so may deprive you of service unnecessarily.

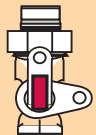
However, ***if you are experiencing flulike symptoms, are in doubt, or smell or hear escaping gas,*** then:

## **DO NOT:**

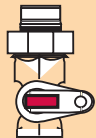
- Switch anything on or off, such as lights, electrical switches, garage door openers or vehicles.
- Smoke, use lighters, matches or other open flames.
- Use a telephone of any type, including cell phones.
- Return for personal items.

## **DO:**

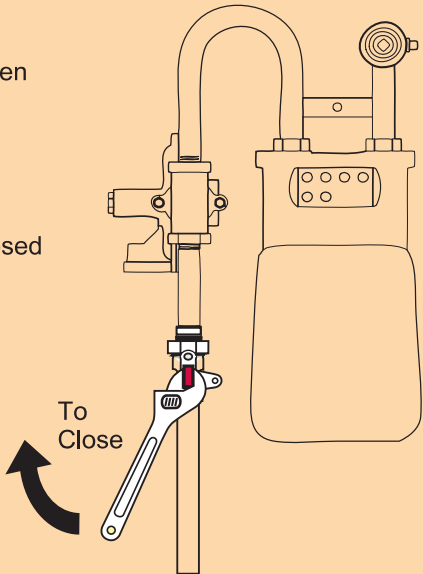
- Immediately leave the house.
- From a remote location, call Cascade Natural Gas at **1-888-522-1130** or call emergency responders at **911**.
- At your discretion, **shut off the gas meter** following the instructions on reverse side.
- Once the gas is off, **LEAVE IT OFF** until a Cascade Natural Gas service representative can check out the system. The equipment will be checked by a technician, who can ensure that the system is intact and operable.



Open



Closed



# HOW TO *Shut-Off* A GAS METER

- Locate the meter shut-off valve (usually the first fitting) on the gas supply pipe coming out of the ground.
- Use a long-handled wrench to turn the valve one-quarter turn so that the lever is crosswise to the pipe (see diagram).
- Once the lever is off, **LEAVE IT OFF** until a qualified Cascade Natural Gas service representative can check out the system.



*In the Community to Serve®*

All Emergencies – Customer Service:  
**1-888-522-1130 • [www.cngc.com](http://www.cngc.com)**

(see reverse side) 02/17