

Natural Gas Safety news

Volume 1

A public service safety message from Cascade Natural Gas Corporation

Natural gas is one of the safest and most reliable fuels available.

We at Cascade Natural Gas Corporation want you to know how to use natural gas safely. We encourage everyone in your household to learn how to properly and safely operate and maintain your natural gas appliances to manufacturers' instructions. If you have any questions or need help, experienced Cascade Natural Gas personnel can assist you.

CARBON MONOXIDE (CO)

Natural gas is non-toxic and is the cleanest-burning fossil fuel available. Under normal operating conditions, natural gas burns cleanly, producing heat, carbon dioxide, and water vapor.

If natural gas doesn't burn properly or an appliance has a mechanical problem, it could create a hazard. Incomplete combustion of natural gas produces carbon monoxide, which is an odorless, poisonous, and potentially fatal gas. Three indicators of incomplete combustion are a yellow flame (blue is normal), or combustion odors, and/or visible soot around the front of the furnace or water heater.

If your carbon monoxide detector alarm goes off, check it for low batteries first. Don't panic. You should be able to easily check the batteries. However, if you or other members of the household feel short of breath, dizzy, nauseous, and have headaches, you could be suffering from carbon monoxide poisoning. You need to get fresh air right away, or call 911 if your symptoms are serious. (Symptoms are listed on the reverse.) Then call us from a neighbor's phone.

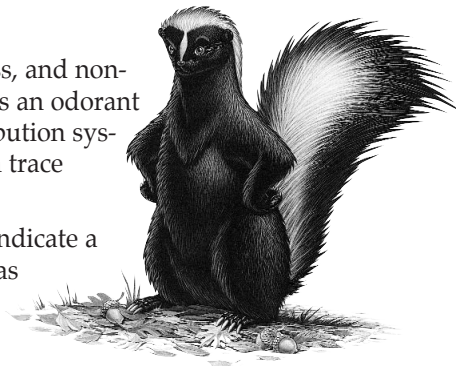
In the interest of safety, have your gas appliances inspected regularly by qualified service personnel. Regular equipment checks can be the best prevention of possible carbon monoxide poisoning.

NATURAL GAS STINKS

In its natural state, natural gas is odorless, colorless, and non-toxic. So that it can be detected easily, Cascade injects an odorant into the gas before it goes into the Company's distribution system. The odorant is so highly concentrated that even trace amounts of natural gas can be detected.

Any odor of natural gas inside your home might indicate a leak, so here's what to do. If you suspect a natural gas leak in your home or business:

- DON'T use your telephone. This includes cellular phones, and all types of portable communication and electronic devices that have a battery. Even minute sparks can create a source of ignition.
- DON'T turn lights on or off, or operate ANY electrical switches, either on or off. This could spark and create a source of ignition.
- DON'T light matches or create any other source of ignition.
- DO OPEN windows and doors wide.
- DO EVACUATE everyone from the building.
- DO CALL Cascade Natural Gas from a phone away from the building.



STINKS (continues)

Your Natural Gas Meter Set

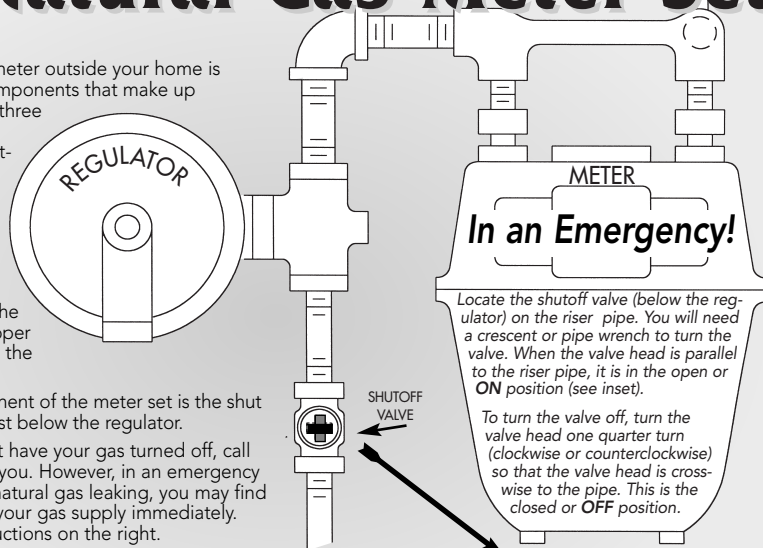
The natural gas meter outside your home is one of three components that make up a meter set. All three work together to safely deliver and measure natural gas to your home.

The meter (far right) accurately measures the amount of natural gas delivered to your home's appliances.

Left of the meter is the regulator. It ensures proper natural gas pressure for the meter.

Another vital component of the meter set is the shut off valve. It is located just below the regulator.

Normally, if you must have your gas turned off, call us and we will do it for you. However, in an emergency or if you smell or hear natural gas leaking, you may find it necessary to turn off your gas supply immediately. Follow the simple instructions on the right.

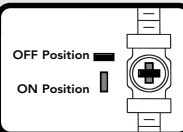


In an Emergency!

Locate the shutoff valve (below the regulator) on the riser pipe. You will need a crescent or pipe wrench to turn the valve. When the valve head is parallel to the riser pipe, it is in the open or ON position (see inset).

To turn the valve off, turn the valve head one quarter turn (clockwise or counterclockwise) so that the valve head is cross-wise to the pipe. This is the closed or OFF position.

WARNING: Once you have turned off the gas at the meter, leave it turned off. Call your nearest Cascade Natural Gas office when you are ready for the gas to be turned back on. A qualified service mechanic will check your system, restore your service and relight your appliances. The phone number for your nearest Cascade office is printed on your bill.





VAPORS CAN IGNITE

Serious home accidents can be caused by flammable liquid vapors. Vapors from flammable liquids such as gasoline, cleaning solvent, contact cement, and paint thinner can ignite from an open flame, such as a natural gas water heater or furnace pilot light.

These accidents usually occur in a garage or basement. Many flammable vapors are heavier than air. That is why building codes require that appliances' pilots, burners, heating elements, and switches be installed at least 18 inches off the garage floor. In addition to the code, you should take these important precautions:

- NEVER use flammable liquids in confined areas. Flammable liquids must always be used in the open, well ventilated areas and away from any ignition source, including a pilot light or electronic ignition.
- Do not fill your lawn mower with gasoline or use cleaning solvent near a natural gas appliance. Spills on concrete floors can spread and vaporize quickly, and create a potentially hazardous situation.
- Store flammable liquids and solvent soaked rags out of reach of children and away from sources of ignition.

EARTHQUAKE PREPAREDNESS

If you believe you must shut off your gas service after an earthquake, follow the instructions on the front page. **You should only need to turn off your gas if you smell natural gas or hear it leaking. ONCE YOU HAVE THE GAS TURNED OFF, LEAVE IT OFF.** Following a major emergency, increased work volumes may cause relighting delays. **It could be days before a service mechanic can reach your home to restore service. Such delays can be uncomfortable during cold weather.**

TAKE A FEW SIMPLE PRECAUTIONS

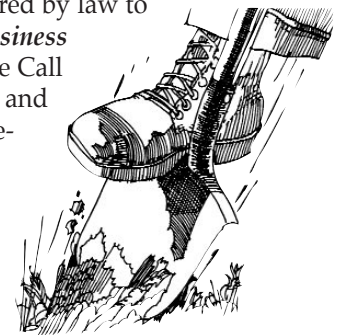
Secure your natural gas water heater to a wall so it won't fall over. Also, move flammable material away from any natural gas appliance.

After an earthquake, check to be sure nothing flammable has fallen on or spilled near a natural gas appliance. If you detect a strong natural gas odor or hear a hissing sound of natural gas, follow the natural gas turn-off instructions on the front page.

CALL BEFORE YOU DIG

If you plan to dig or excavate, you are required by law to notify owners of underground utilities *two business days in advance*. One telephone call to the One Call Center will ensure that underground gas lines and other member utilities' lines (power, cable, telephone and water) are marked before you dig.

If you are planning a new addition to your home, call Cascade to have your natural gas lines located before building or renovating, to prevent building directly over the gas lines. Your safety depends upon it.



The local One Call telephone number for your area is printed on your bill every month.

...STINKS (Continued from the front)

If the odor of escaping gas is strong inside or outside your home, or if the flow of gas from a broken or disconnected gas line can be heard or a break is visible, follow the previous DOs and DON'Ts.

Then TURN OFF the gas valve located at the gas meter using a wrench or other suitable tool. (See *Your Natural Gas Meter Set* on the front page.)

If the leaking gas ignites, do not attempt to put out the flames. Call the fire department and then Cascade Natural Gas.



CO POISONING SYMPTOMS

MILD

- ① Slight headache
- ② Nausea
- ③ Vomiting
- ④ Fatigue
- ⑤ Flu-like symptoms

MEDIUM

- ① Severe headache
- ② Drowsiness
- ③ Confusion
- ④ Rapid heart rate

SEVERE

- ① Unconsciousness
- ② Convulsions
- ③ Cardiac failure
- ④ Death