

EMERGENCY GAS Shut-Off

To be fully prepared for an emergency, you should know where your gas meter is located and 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.

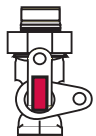
However, ***if you are experiencing flulike symptoms without a fever, are in doubt, or smell or hear escaping gas,*** then:

DO NOT:

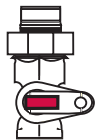
- Switch anything on or off, such as lights, electrical switches, garage door openers or vehicles.
- Smoke, use lighters, matches or other open flames.
- Use a telephone of any type, including cell phones.
- Return for personal items.

DO:

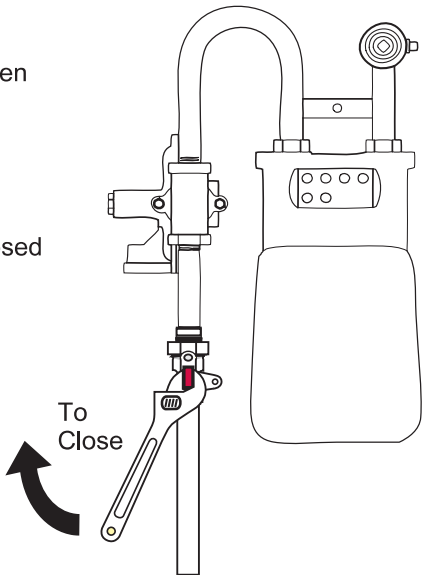
- Immediately leave the house.
- From a remote location, call Cascade Natural Gas at **1-888-522-1130** or call emergency responders at **911**.
- At your discretion, **if it is safe to do so, shut off the gas meter** following the instructions on the reverse side of this card.
- Once the gas is off, for your safety, **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 valve 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:
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(see reverse side) 02/19