

# 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.

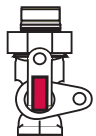
However, *if you are experiencing flulike symptoms without a fever, are in doubt, or smell or hear escaping gas,* then:

## **DO NOT:**

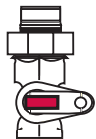
- Switch anything on or off, such as lights, electrical switches, garage door openers or vehicles.
- Use e-cigarettes, smoke, use lighters, matches or other open flames.
- Use a telephone of any type, including cell phones.
- Return for personal items.

## **DO:**

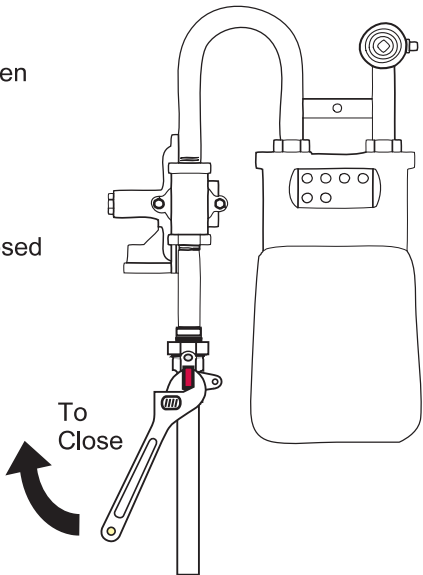
- Immediately leave the house.
- From a remote location, call Cascade Natural Gas at **888-522-1130** or call emergency responders at **911**.
- At your discretion, **if it is safe to do so, shut off the gas meter** following the instructions on the reverse side of this card.
- Once the gas is off, for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



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All Emergencies – Customer Service:  
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