

# KEEP SNOW AND ICE AWAY FROM METERS FOR YOUR SAFETY

For customers' personal safety, inspection of residential natural gas meter(s) on a regular basis—and remove any ice and snow built up is encouraged. Keeping meter(s) clear of accumulation will help prevent damage that could result in a hazardous situation for your household.

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

- ▶ Snow and ice puts stress on the regulator and meter piping, and could cause gas to leak into your home and create an unsafe condition.
- ▶ Snow cover may result in abnormal gas pressure, affecting appliance operation and interrupting your service.
- ▶ In case of an emergency, response crews 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 at 888-522-1130.
- ▶ 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.
- ▶ Meter Location Guidelines, including Heavy Snow Area Standards, are available under the Safety & Education section of our website.

[www.cngc.com/safety-education](http://www.cngc.com/safety-education)

# METER READING AND SAFETY REQUIRES CLEAR ACCESS 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.



**CALL CASCADE NATURAL GAS IMMEDIATELY  
IF YOU BELIEVE DAMAGE HAS OCCURRED AROUND  
YOUR METER, YOU HAVE NO HEAT, OR SMELL GAS.**

**All Emergencies • 24-Hour Response ▶ 888-522-1130**

**Customer Service:** Call 7:30 a.m.- 6:30 p.m. Monday-Friday  
**888-522-1130**

**Call 811—two business days—before you dig.**



**Know what's below.  
Call before you dig.**

The greatest risk to underground natural gas pipelines is damage during digging projects. Calling 811 to have the utility lines on your property marked and carefully hand digging around the marked lines helps you avoid costly damages, dangerous situations, and service interruptions.



*In the Community to Serve®*



[www.cngc.com](http://www.cngc.com)