

### Natural Gas Burning Inside

- Notify NW Natural as soon as possible.
- If the fire is at an appliance:
  - Turn off the gas at the appliance valve if possible, or at the meter.
- If the fire involves the structure:
  - Turn off the gas at the meter.

### Natural Gas Burning Outside

- Evacuate and secure the area. Prevent others from entering.
- Notify NW Natural as soon as possible.
- Do not extinguish burning natural gas unless there is danger to the public or exposures.
- Do not operate any gas valves except appliance valve or meter valve.

### Appliance Hazards

- Incomplete combustion and the presence of carbon monoxide are indicated by soot deposits; broken or separated flues; yellow burner flames; flame roll-out; and reports of eye or throat irritation, dizziness, drowsiness, nausea.
- Evacuate and ventilate the structure if the presence of carbon monoxide is suspected. Notify NW Natural as soon as possible.
- Warn homeowners not to use or store combustible materials or liquids with flammable vapors near natural gas appliances.

### Natural Gas Vehicle Safety

A CNG (compressed natural gas) and LNG (liquefied natural gas) fueled vehicle information sheet is available by contacting NW Natural. The information includes CNG/LNG properties and emergency response practices.

### How Can You Educate the Public on What to Do if They Smell Gas?

**SMELL** - How to identify a possible gas leak:

- Unusual odor or scent (rotten egg or sulfur smell)
- Unusual hissing sound
- Blowing dirt

**GO** - What to do:

- Leave the structure or area.
- **DON'T** start a vehicle in a garage or near any natural gas odor.
- **DON'T** use any electrical or battery-operated device, such as a light switch, phone, appliance or garage door opener.
- **DON'T** smoke or use a match or lighter.
- **DON'T** try to find the leak.

**LET US KNOW** - Who to call:

- Use a cell phone away from the area or a neighbor's phone to call NW Natural at 800.882.3377 and report the odor immediately!



## Are you **PREPARED?**

**NATURAL GAS SAFETY INFORMATION FOR  
FIRE PERSONNEL**

**FOR MORE INFORMATION**

visit the safety section of [nwnatural.com](http://nwnatural.com) or call:  
**800.422.4012**



# Information all FIRE PERSONNEL SHOULD KNOW

Fire personnel usually reach an accident or emergency scene before the gas emergency crew, and they should know in advance the procedures and precautions to follow in the event of a gas emergency. The information contained in this brochure should serve as a guide to help keep the communities we serve and firefighters safe.



## WHAT IS NATURAL GAS?

Natural gas is a nontoxic, colorless, odorless fuel which is about one-third lighter than air. We give it a rotten egg odor so you'll be able to detect a leak. Natural gas has a limited range of flammability approximately 5 to 15% gas-to-air by volume and a high ignition point of about 1,100 degrees Fahrenheit. When mixed with air in the right proportion and ignited, natural gas will burn or explode.

## HOW SAFE IS NATURAL GAS?

Natural gas has an excellent safety record, but emergencies still can occur. Here are some examples.

- Natural gas escaping from a pipe or pipe fitting could result in a fire or explosion.
- While natural gas is nontoxic, if sufficient gas accumulates in a confined space, it can displace the air causing asphyxiation.

- Properly adjusted natural gas appliances produce heat, light, water vapor and carbon dioxide through combustion. Appliances that need maintenance or adjustment may release carbon monoxide.
- A pilot or burner can ignite flammable materials if used or stored too close to a natural gas appliance.

## WHAT SHOULD FIRE PERSONNEL DO IN CASE OF A NATURAL GAS EMERGENCY?

### *Natural Gas Present Inside a Structure*

The following actions are based on NW Natural policies. These guidelines are not intended to supersede more stringent protocols already in use by public safety agencies.

**When responding to a natural gas-related event or call, confirm that NW Natural has been notified.**

### Evaluate the gas level in the structure, using a Combustible Gas Indicator (CGI)

- If measurable levels, but less than 1% by volume, or less than 20% LEL:
  - Continue your evaluation.
  - Prevent sources of ignition, including motor operation, use of electrical switches and door bells. Turn off the furnace thermostat if safe to do so.
  - If possible, locate the source of escaping gas and turn off the gas at the appliance valve. If you cannot locate the gas source, turn off the gas meter.



HOW TO CONTACT US:  
24-hour odor emergency line  
**800.882.3377**



- Consider evacuating occupants from the structure.
- Follow your protocols for ventilating the structure once the gas has been shut off.
- If gas levels are 1% by volume or greater, or 20% LEL or greater (elevated levels):
  - Evacuate the structure. Direct occupants and immediate public to a safe zone from the structure (minimum perimeter of 100 feet).
  - Turn gas off at the meter if safe to do so. Before turning off an industrial meter, consult with the owner or NW Natural.
  - Notify the power company to disconnect the electric power. Assess the existence of auxiliary electrical sources prior to main power disconnect.
  - Follow your protocols for ventilating the structure once the gas has been shut off.
  - Check with NW Natural before allowing people back into the structure.

### *Natural Gas Escaping Outside*

- Evacuate and secure the area. Prevent others from entering.
- Notify NW Natural as soon as possible.
- Eliminate sources of ignition, including motor operation, electrical switches and open flame.
- Check surrounding buildings for natural gas accumulation. Evacuate if necessary.

