



## UTILITIES

### Natural Gas (the following information courtesy of NW Natural)

Your gas company injects an odorant into your gas before it is distributed, so it can be detected. The odorant is so highly concentrated that even the smallest amounts of natural gas can be detected. The odorant gives off a foul smell, like rotten eggs.

Any odor of natural gas inside your home may indicate a leak. Follow these steps if you detect a leak:

- Do open windows and doors.
- Do evacuate all persons from the building.
- Do call NW Natural or your local gas company from a neighbor's phone or a phone far away from the building.
- Don't use the telephone (including cell phones and other portable communications devices with a battery). These can spark and create an ignition source.
- Don't light matches or create any other source of ignition.
- Don't turn lights off or on, or operate any electrical switches (either off or on). This could create a source of ignition.

If there is a strong gas odor in your home, or you can see or hear a break, follow the instructions above. Meanwhile, turn off the gas valve located at the gas meter (see instructions below) with a wrench or other suitable tool. If the leaking gas ignites, do not attempt to put out the flames. Get to safety, call 911, then call the fire department and then call your local gas company.

**NOTE:** Turn off the gas valve only if you smell or hear gas leaking.

### Shutting Off Your Gas

If you need to have your gas shut off, call your gas company to do it, if possible. However, in an emergency when you need the gas shut off immediately, take these steps:

- Locate the shutoff valve on the riser pipe (the pipe running through the ground or foundation wall to your meter). To turn the valve, you will need a crescent or pipe wrench, or a special wrench available from NW Natural or your local gas company.
- When the valve head is parallel to the riser pipe, it is in the "on" position. Turn the valve head crosswise to the pipe and it will be in the "off" position. There are also shutoff valves on the lines feeding individual gas appliances.
- Once the gas is off, leave it off. Call the nearest gas company office when you are ready for the gas to be turned back on. A qualified technician will check your system, turn on your service and relight the pilot for you.

### Water

Earthquakes or severe freezing weather can interrupt water supplies. It's important to turn off the water quickly to avoid flooding or possible contamination of your water system. Locate the main water valve, often near the wall in a basement or garage. Label it for quick identification. If you need to turn the water off, turn the valve clockwise until it stops.

### Electricity (electricity information courtesy of Portland General Electric)

#### IF THE POWER GOES OUT:

1. Check your fuse or breaker box for blown fuses or tripped circuits. If they're okay, check to see if your neighbors are without power.
2. Call your power company immediately to report the outage. Please call only once so other customers can get through.
3. Turn off all electrical equipment, including your water heater, electric furnace or heaters, stove, washer and dryer, stereo and TV, to help prevent overloading the system when power is restored. (Major appliances can be turned off at the breaker box). Do, however, turn on a porch light and one inside light so you and repair crews will know when service is restored.
4. Listen to the radio (battery-powered) for updates on major storm outages. You can also call your power company for information on when power will be restored.
5. If your neighbor's power comes back on but yours does not, call your power company again.
6. If your lights are very dim or very bright once power is restored, turn off the power at the breaker or fuse box and call your power company.

### Downed Power Line Safety

Never touch a downed power line – electricity can travel through your body causing serious injury or death. If you see any line on the ground, assume that it might be live and stay away. Take the following precautions:

- Expect every line to be live. If you see a downed line, call the local power company immediately.
- If a line is touching someone, stay away, you could become a victim if you touch the person. Call 911 for emergency medical help.
- If a line falls across your vehicle, do not get out! Wait for emergency help to arrive.
- Keep on the lookout for crews repairing downed lines. Slow down when approaching work areas and always obey flaggers.

### Food Safety In An Outage

While the power is out, your food supplies can be saved by following these simple steps:

**FROZEN FOOD** — If your freezer is full, food will stay frozen for about two days. If it is less than half full, food will stay frozen for about one day. Cover the freezer with blankets, quilts or sleeping bags to further insulate the freezer and help food stay frozen longer. After power is restored, check all frozen foods to determine the extent of thawing. Dispose of any food that is discolored or smells spoiled. If in doubt, throw it out.

**REFRIGERATED FOOD** — To avoid losing the cold air in your refrigerator, don't open doors unnecessarily. Meat and fish spoil quickly at temperatures above 40°F. Other quick-spoiling foods include milk, custards, creamed foods and any foods containing mayonnaise or eggs. Cooked and cured meat will keep for several days in a closed refrigerator. Hard cheeses keep well, even at room temperature. Again, if in doubt, throw it out. You might also try placing bags of ice in the refrigerator, or place food in a cooler or ice chest with ice.

### Cooking During An Outage

Never use barbecues or liquid fuel stoves to cook/heat food indoors. Cooking with these types of appliances will produce carbon monoxide. Carbon monoxide is odorless, colorless and deadly.

### Special Instructions For Life Support Patients

If someone in your home is on life support equipment and you experience a power outage, you should notify your utility now of your situation. Even before any outage may occur, your power company would like to be aware of all of their life support customers. Contact them for their notification form. They will put a special note on your account. They also strongly suggest that you consider investing in a home generator (see below).

### Generator Safety

Owners of portable or auxiliary generators should note these precautions.

- Never plug your generator into a wall outlet. It can result in injury to you or others and damage to your electrical system.
- Portable generators are gasoline-powered and so should always be placed in a well-ventilated area. Use an indoor/outdoor, grounded (three-prong) extension cord to connect your generator to an appliance.
- Permanently installed auxiliary generators must meet electric codes and have a transfer switch to prevent dangerous back-feed of electricity into power lines. Contact a licensed electrician. Also, please notify your power company if you have a permanent generator.