

## Our natural gas system

It takes a system of underground pipelines to bring natural gas right to your home or business. Federal and state codes extensively regulate natural gas pipelines for public safety. At Avista, we do our part by routinely monitoring and maintaining our gas facilities to ensure safety. To help you get the most out of natural gas, visit our website at [myavista.com](http://myavista.com) under the *Safety* tab.

## Pipeline/meter inspections

To keep our natural gas system safe, Avista must do regular maintenance annually. We perform several procedures, including leak surveys, pipeline monitoring, and meter inspection and swapping out gas meters. So please know that, from time to time, you may see one of our inspectors in your yard.

## Your gas meter

It is important for customers to keep their gas meter(s) accessible for monthly readings, periodic maintenance and emergencies. It helps us when you:

- Trim shrubs and plants away from the meter so the dials are visible.
- Keep dirt or debris from collecting under or around the meter to prevent corrosion and leaks.
- Make sure the meter shut-off valve is always accessible for emergencies.
- Don't place objects on or against the meter, stand on it, or tie animals to it.
- Protect the meter from vehicles.

## Call 811 before you dig

If you dig into a natural gas pipeline with a shovel, rototiller or backhoe, it could cause injury or death. So be safe. Call 811 at least two days before your dig to have your lines located and marked ahead of time—it's the law. The service is free for residential customers. If you do nick or damage a line, call Avista at **(800) 227-9187**. Pipeline damage left unrepaired can turn into a safety hazard.



Know what's below.  
Call before you dig.

## Safety matters

Avista wants to keep everyone safe. If your dwelling has occupants or tenants, keep them informed by asking us for more brochures. For additional information, visit [myavista.com](http://myavista.com) or call **(800) 227-9187**.

Если Вы хотели бы получить информацию о правилах безопасности на русском языке, пожалуйста звоните по телефону 800-227-9187.

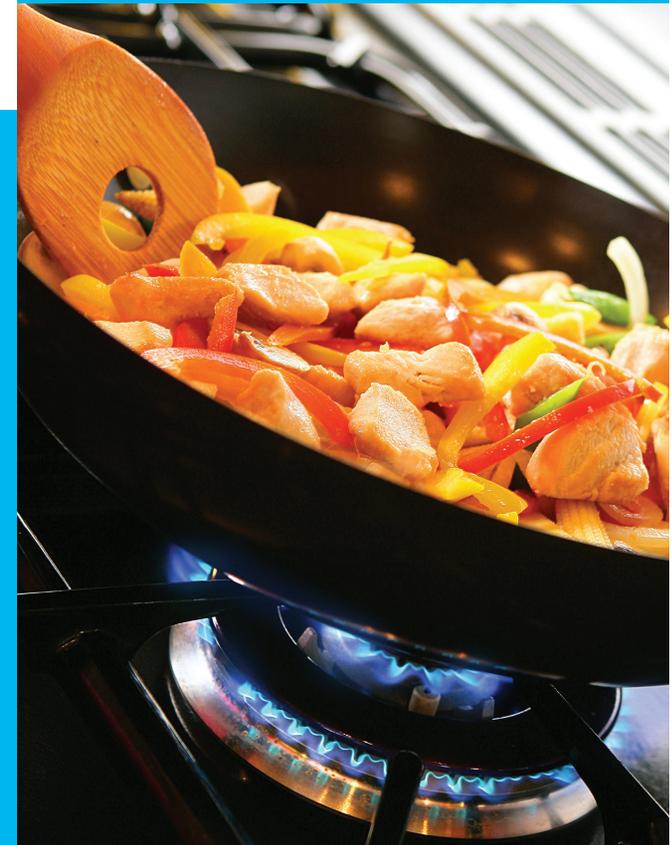
Si desea recibir información en Español acerca de la seguridad, por favor llamar a: 800-227-9187.

For assistance with alternative languages, please call 800-227-9187.

Avista  
Public Safety Dept.  
P.O. Box 3727  
Spokane, WA 99220-3727  
[publicsafety@avistacorp.com](mailto:publicsafety@avistacorp.com)



# Natural Gas Safety



We just want  
you to be safe.

(800) 227-9187

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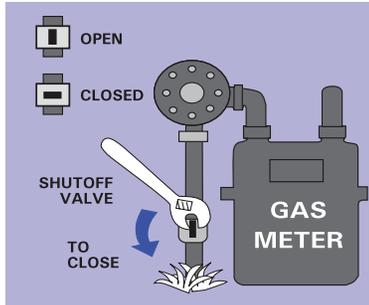
## Natural gas safety tips

To help prevent accidents in your home and to keep your family safe, follow these general tips:

- Keep the area around your furnace and water heater clean and free from litter.
- Never store combustible liquids and materials near gas appliances.
- Teach children to stay away from the gas range and all gas-burning appliances.
- Keep ranges and ovens clean to avoid grease fires.
- Never use the oven or range to heat a room.
- Never let children swing from gas lines.

## Emergencies and natural disasters

You should know how to shut off your home's natural gas service in an emergency or natural disaster, like an earthquake or flood. First, locate the shut-off valve on the pipe near the gas meter. Use a large wrench to give the valve a quarter turn in either direction. When the valve runs crossways to the pipe, the line is closed.



Turn off your gas only if you smell or hear a natural gas leak, or if your residence sustains major damage. In major emergencies, Avista will implement our emergency plan to ensure the safety of the affected area.

## Recognizing a gas leak

Natural gas leaks don't happen often but can be dangerous. Staying safe, however, is as easy as using your nose, ears and eyes.

## If you smell or hear gas

Colorless, odorless and lighter than air, natural gas becomes combustible when mixed with air and exposed to an ignition source.

**Smell** We add a sulfur-like rotten egg stench so you'll know right away if there's a problem.

**Hear** Gas can hiss or even roar as it escapes from pipes.

**See** Gas may make bubbles, blow dirt and kill plants when leaking from underground pipes.

If you notice a natural gas leak, leave the area. If you're inside, get outside fast. Do not use a phone, flip a switch or do anything that may cause a spark. At a neighbor's house or from a safe distance, call 911 and Avista at (800) 227-9187.

## Carbon monoxide

Carbon monoxide (CO) is a colorless, odorless and deadly gas produced when the combustion of any fuel, such as natural gas, takes place without sufficient oxygen. CO poisoning causes headache, fatigue, shortness of breath, nausea, dizziness and death. To alert your family when CO is present, buy a UL-listed carbon monoxide detector and install it according to manufacturer's instructions.



STAY SAFE BY INSTALLING A CARBON MONOXIDE DETECTOR.

Know the scent of natural gas.

Scratch and sniff here.

## Unblocking a sewer

On rare occasions, buried natural gas lines have unintentionally been installed through undetected sewer pipes. These lines are safe unless severed by a sewer-clearing tool, which could cause a gas leak and lead to a fire or explosion. Before you clear a blocked sewer, call Avista. We'll send a technician at no cost to make sure it's safe.

