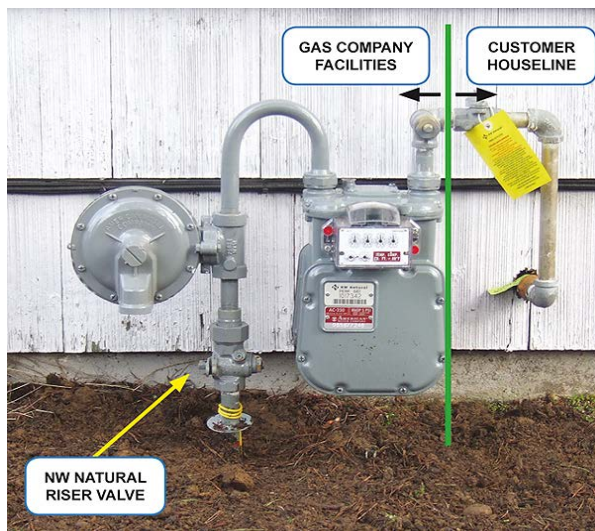


Important Information from NW Natural Regarding Earthquake Shut-off Valves

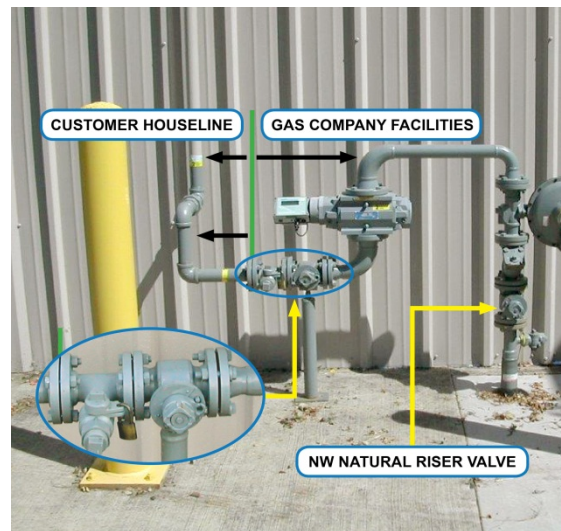
NW Natural has become aware that more and more contractors are installing earthquake shut-off valves for our customers so we want to share important information with you regarding installation.

If a customer chooses to have an earthquake shut-off valve installed, and your company is providing that service, it is critical that you install it **on the customer's houseline** between the meter set assembly and the customer's gas appliances. It is a violation of federal code to install it within NW Natural's portion of the meter or meter set assembly. All installations should follow manufacturer's requirements. Here are diagrams of a typical residential and commercial meter set:

RESIDENTIAL



COMMERCIAL



Further, do not disassemble, cut or modify NW Natural's meter set assembly in order to install the earthquake shut-off valve as this may result in removal of the device and charges to the customer for restoration of NW Natural's facilities.

Last, if an earthquake or other event causes the shut-off valve to close, be prepared to respond to customer calls to perform a safety check of the gas houseline and appliances before you reset the earthquake valve and appliances are relit, even if the closure was not caused by a natural disaster.

Thank you for reading this important information.

NW Natural
Your Partner in Safety

