

INFORMATION FOR EXISTING CUSTOMERS

Make Your Home More Reliable with a Natural Gas Generator

Enjoy the comforts of home, even when the power is out.

Since natural gas generators are powered by a reliable energy source, you can continue to enjoy as many of the benefits your home has to offer as the output of the generator allows.

But before you have a generator installed, it is important to cover a few things.



Costs for installing a natural gas generator can vary widely because of the factors involved in the equipment purchase and installation process.

In addition to the price of the natural gas generator, **you may have a \$200 fee to upgrade your meter. Or if your current service line requires an upgrade to support the additional load of the generator, there will be additional costs starting at \$1,500.** A NW Natural field representative will provide an estimate for a service line upgrade if required.

To help your installation go smoothly, please follow the process below. It's important we have direct contact to you or the contractor helping you with the install.

- 1 Find a NW Natural Preferred Contractor, who can be located at nwnatural.com/Contractor.
- 2 If you do not already have a specific generator in mind, a contractor can help you select one based on your power needs. You do not have to purchase the generator, but it's best to have an idea of the model you're buying so we know its energy requirements. That way, we can establish if your current meter and service line can handle the load or if you will need upgrades.

You or your contractor will also need to provide answers to the following questions:

- What gas equipment do you currently have in your home?
- Are you installing only a natural gas generator, or will you also be adding other equipment?
- What is the minimum inlet pressure requirement of the generator?
- What is the kilowatt rating of the generator?
- What is the BTU rating of the generator?

(Answers to the last may be available from the manufacturer.)

- 3 Once you have the information to the above questions, have your contractor give NW Natural a call, or call us yourself. We can schedule an in-home visit with a NW Natural field representative to determine if a meter and/or service line upgrade is necessary.

It is also important to note that the installation of a new generator must be a minimum of three feet from any part of the natural gas meter.

- 4 At this point, you should be ready to have your natural gas generator installed! Your contractor will obtain the necessary mechanical permits to install your generator.

Costs for service line upgrades will need to be paid prior to scheduling the upgrade. Depending on your jurisdiction, the timeframe to upgrade your service line could take up to 4-6 weeks.

We hope this helps you see how easy it is to further make your home more energy resilient. And if you have any questions, please give us a call.



Comfort and convenience made even better.

NW Natural offers several tools and resources to make adding natural gas appliances easier and even more affordable. And remember, if you can't find the information you need, you can always give us a call.



Find a Contractor

Connect with a trained and licensed professional skilled in installing natural gas equipment.

nwnatural.com/Contractor



Inspections and Tune-Ups

Lower energy bills by keeping your equipment running efficiently.

nwnatural.com/Services/Inspections-tune-ups



Rebates and Offers

Save even more on the already affordable reliability of natural gas.

nwnatural.com/Offers



READY TO START? Call us at **800-927-6123**

