

INFORMATION FOR NEW CUSTOMERS

Upgrading your Home 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 can vary widely because of the factors involved in the equipment purchase and installation process. As a new NW Natural customer, in addition to the price of the natural gas generator, **there are costs associated with the installation of a new service line and meter.**

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

1 Use our tool at nwnatural.com/Gas-availability to see if natural gas service is available for your home. If it is, give us a call and we will be happy to sign you up.

2 Once you have determined natural gas is available to you, the next step is to find a contractor. You can choose your own or hire a NW Natural Preferred Contractor, who can be located at nwnatural.com/Contractor. Your contractor can help you determine the power needs of your home, such as how many appliances you plan on running off the generator.

3 Once you have arranged for a contractor, they can help you select a generator based on your power needs. You don't 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.

To get started, you or your contractor will need to provide answers to the following questions:

- Are you installing only a natural gas generator, or will you also be adding other natural gas appliances?

- What other gas appliances do you want to add?
(if applicable)
- 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 two questions may be available from the manufacturer.)

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 After we've received all the necessary information and you've confirmed your decision to move forward, your contractor will obtain the required mechanical permits to get started on the installation of your generator and house line. NW Natural will oversee the installation of your natural gas service line and meter.

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 easy and affordable. And remember, if you can't find the information you need, you can always give us a call.

 **Gas Service Availability**
Quickly see if natural gas is available in your area.


nwnatural.com/Gas-availability

 **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**

