

# Respond immediately when you suspect a gas leak



- Assume there's a danger. **Leave the area quickly, taking everyone with you,** including pets.
- **Do NOT** use the telephone or any electrical appliances including light switches, garage door openers, doorbells, radios, TVs or cell phones. A spark from any of these sources could ignite the gas, causing a fire or explosion.
- Leave doors and windows as they are.
- **Do NOT** assume someone else will report the leak.
- From a safe location, away from the leak area, **call 911 and National Grid's gas emergency number at 1-800-892-2345.** Provide the exact location, including cross streets, and let us know if sewer construction or digging activities are going on in the area. (Never email National Grid if you suspect a gas leak. Always phone for help.)
- **Do NOT** go back inside your home or building until National Grid personnel say it is safe to return.

**Smell Gas. Act Fast.**

**Learn more:** Please visit our websites for additional information: [ngrid.com/safety](http://ngrid.com/safety) for families, and [ngridenergyworld.com](http://ngridenergyworld.com) for students and teachers.



## Committed to your safety

National Grid's 35,000 miles of pipelines transport natural gas safely and efficiently to our customers throughout New York, Massachusetts and Rhode Island. We also deliver liquefied natural gas (LNG) to several storage facilities throughout this region.

Safety is our top priority, and we are proud of our many initiatives to protect you and our community:

- We continually test, inspect and repair our natural gas pipelines.
- We monitor our pipelines 24/7 for potential gas leaks.
- We train local emergency responders to prevent and prepare for gas emergencies.
- We educate excavators and the public about digging safely near gas pipelines.
- We coordinate with local One Call Centers – Dig Safely New York in Upstate New York at 811 or 1-800-962-7962 and [digsafelynewyork.com](http://digsafelynewyork.com).
- We provide natural gas safety education programs to local schools.
- We identify and manage risks to our gas pipelines.
- We bring added safety features to pipelines in urban, suburban and other high-population areas, such as schools.



At National Grid, we constantly refine and improve our efforts to keep our customers, communities and employees safe. That's our commitment to you.

Visit [nationalgridus.com](http://nationalgridus.com) and connect with us on



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# Help us protect your family and our community

## Follow these safety tips to prevent natural gas emergencies



### We're in this together

National Grid provides safe and reliable natural gas service to you and more than 3.5 million of your neighbors in the Northeast. Despite our best efforts, gas leaks may occur that could lead to catastrophic fires or explosions. We need your help to prevent pipeline damage and reduce the risk of dangerous leaks.

**This brochure explains what you can do to protect your family, your home, your business and our community.**

# Recognize gas leak warning signs

A gas leak is often recognized by smell, sight or sound.

## SMELL

Natural gas is colorless and odorless. A distinctive odor, similar to rotten eggs, is added so that you'll recognize it quickly. This odor may fade\* or be difficult to distinguish\*\*, and not all transmission lines are odorized. So don't rely on your nose alone to detect a leak.



## LOOK

• **Outdoors:** You may see dirt blowing into the air from a hole in the ground; continuous bubbling in water; dead or dying vegetation (in an otherwise moist area) over or near a pipeline; or exposed pipeline after a fire, flood or other disaster.

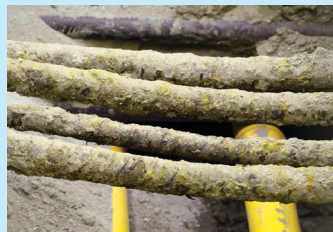


• **Indoors:** You may see a damaged connection to a gas appliance; abnormal pressure (high/low flame) or no gas in all your gas appliances; gas to an appliance that cannot be shut off; or a continuous flow of water leaking from your gas heating unit or water heater.



## LISTEN

You may hear an unusual noise like roaring, hissing or whistling, as gas escapes from a pipe.



\*Certain conditions in pipes and soil can cause odor fade – a loss of odorant that makes natural gas undetectable by smell.

\*\*Some people may not be able to smell the odor of natural gas because they have a diminished sense of smell or odor fatigue (normal, temporary inability to distinguish an odor after prolonged exposure to it), or because the odor is masked or hidden by other odors that are present.

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# Protect your home and family from gas emergencies

Natural gas and natural gas appliances help keep us warm, clean, well-fed and comfortable; but improperly installed or poorly maintained gas appliances can threaten our lives and health. Follow these tips to protect your home and family.



- Have all gas appliances professionally installed and vented.
- Have a qualified professional inspect your gas appliances and equipment annually.
- Do NOT reinstall used space heaters.
- Store gasoline, other flammable liquids and combustible materials away from gas appliances.
- Have appliance connectors inspected periodically and replaced as needed.
- Never use your stove, cooktop or barbecue to heat your home.
- Keep the space around furnaces and water heaters clear.

## Gas theft is not only dangerous – it's a crime!

Stealing energy by tampering or bypassing meters or piping puts lives in danger, threatens public safety and damages property. If you have information about energy theft, please call us at 1-800-322-2234. Information will be kept confidential.

**Multi-family, apartment or business complex owners, please post. This is an important notice. Please have it translated. See "select language" link at nationalgridus.com**

Vea el enlace «seleccionar idioma» en nationalgridus.com  
Voir le lien « sélectionner la langue » sur nationalgridus.com  
Vedere il collegamento "seleziona lingua" su nationalgridus.com  
Ver a ligação "selecionar língua" em nationalgridus.com  
См. ссылку "Выбрать язык" на сайте nationalgridus.com  
Xem liên kết "lựa chọn ngôn ngữ" tại nationalgridus.com

# Protect your family from CO poisoning

Carbon monoxide (CO) is a highly poisonous, colorless, odorless and tasteless gas, produced by incomplete burning of such fuels as oil, coal, natural gas, kerosene or wood. CO can build up in your home and cause severe illness and even death. Be alert for these signs of CO poisoning:



- headaches
- dizziness
- weakness
- nausea
- confusion
- sleepiness
- tight chest
- fluttering heart
- loss of muscle control

### Prevent CO poisoning:

- Install a UL-listed home carbon monoxide detector.
- Have an annual heating system checkup.
- Properly maintain and ventilate your fuel-burning appliances.
- Never run a vehicle in the garage, even with the door open.
- Inspect your chimney for any blockages.
- Never heat your home or building with your gas range or oven.
- Never use your barbecue, a kerosene stove or a fuel-fired space heater in an enclosed area.
- Use generators outdoors in unenclosed areas and at least 20 feet away from doors, windows and vents.

**When you suspect CO poisoning, take everyone (including pets) outside into the fresh air. Call 911 and seek medical help immediately.**



## Use detectors – save lives

Just as smoke detectors alert you to fire, residential methane detectors alert you to natural gas leaks, and CO detectors signal dangerous levels of carbon monoxide present inside your home. Some units combine methane and CO detectors into one device to make family safety easy and convenient. Take advantage of this simple technology, available at your local hardware store, to protect your family. Install detectors today!

## Help us access your gas meter

For your safety and the safety of your family and employees, National Grid is required by law to inspect and maintain the equipment that delivers and meters your natural gas service.

If your gas meter is located inside your home or business, we need your help to ensure your gas billing is correct and that your gas meter and service line are functioning safely and properly. You must be present to allow National Grid access for required testing and maintenance. When National Grid contacts you for these services, please respond in a timely manner to schedule and keep an appointment.

In addition, please keep the area around the gas meter clear and free from debris that may block access to the main shut off valve in an emergency or interfere with inspections and maintenance.

There is never a charge for any of these services. **All National Grid employees and any hired contractors carry identification cards issued by our company. Ask to see them.** If you have concerns about anyone who claims to be from National Grid, call us at 1-800-642-4272.



# Dig safely to prevent dangerous gas leaks

Underground utilities may be anywhere on your property, and you risk contacting them whether your project is as big as installing a swimming pool or as small as planting a shrub.

Notify 811 before you dig and insist that any contractors who work for you do the same. The free 811 service will arrange for the marking of nearby natural gas pipelines and other buried utility lines, so excavation can occur a safe distance away from them. Gas pipelines are marked with yellow flags or paint.

State law requires you to call 811 or make an online request at least two full business days before digging, excluding the date of notification, weekends and legal holidays. Call Dig Safely New York at **811** or **1-800-962-7962** or use the online request system at **[digsafelynewyork.com](http://digsafelynewyork.com)**.



**Be sure to notify National Grid immediately if your excavation encounters cast iron service lines or damages tracer wires.**

Cast iron natural gas pipes are vulnerable to damage when the earth around or near them is moved in any way. And if the tracer wire installed with plastic underground natural gas lines is damaged during your excavation, the natural gas line can no longer be located.

**Call 911 and National Grid's gas emergency number: 1-800-892-2345.**

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