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# Natural gas pipeline safety

Help protect your employees and your community.



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**IMPORTANT NATURAL GAS**  
SAFETY INFORMATION ENCLOSED.

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A gas pipeline leak can make an unusual noise, cause bubbling in water or send dirt blowing into the air.

## Learn to recognize gas leaks

Be alert for ANY of these gas leak signs: a distinctive, sulfur-like odor; a hissing, whistling or roaring sound; 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; a damaged connection to a gas appliance; or exposed pipeline after a fire, flood or other disaster.

## Notify 811 and dig with care

Planning a digging project? State law requires that all excavators notify New York 811 **at least two full working days** prior to digging on public or private property, excluding the date of notification, weekends and legal holidays. Call 811, or use the ticket-entry system at **newyork-811.com**. At no cost to you, New York 811 will notify underground facility owners in the immediate area so the location of pipelines and other facilities can be marked prior to excavation. After utilities have been marked, physically locate them by hand digging.



Know what's below.  
811 before you dig.

Protect yourself, your crew and the public. Urge your employees to follow these safety tips when they work around underground natural gas lines.



## Smell Gas. Act Fast.

To report emergencies, call **911** and **National Grid** immediately.

In case of gas emergencies:

Long Island and the Rockaways

**911 and 1-800-490-0045**

Metro New York

**911 and 1-718-643-4050**

## If you contact a natural gas pipeline and/or suspect a gas leak, assume there's a danger and take these steps:

- Warn others, leave the area quickly and stay away until utility personnel say it is safe to return.
- Do not use matches, lighters or anything electrical (even a phone, light switch or garage door opener), as a spark from these items could ignite leaking gas and cause an explosion.
- Leave the excavation open and do not attempt to stop the flow of gas.
- From a safe location, call 911 and National Grid. (The law requires you to call 911 if gas is leaking.) Also call 811 or 1-800-272-4480.

Cut here to save the chart below for reference.

## 811 wait times

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### Use this chart to schedule your dig in New York State

Notify 811, then wait two full working days before you dig (excluding the date of notification, weekends and legal holidays). Do not dig until all utility lines have been marked or you have been informed that the area is clear to dig.

Mon	Tues	Wed	Thur	Fri	Sat	Sun	Mon	Tues	Wed	Thur	Fri
Notify 811	Wait...		Start digging								
	Notify 811	Wait...		Start digging							
		Notify 811	Wait...		Start digging						
			Notify 811	Wait...	Saturday/Sunday		Wait...	Start digging			
				Notify 811	Saturday/Sunday		Wait...		Start digging		
					Notify 811	Sunday	Official notification*	Wait...		Start digging	
						Notify 811	Official notification*	Wait...		Start digging	
						Notify 811	Holiday	Official notification*	Wait...		Start digging

\*Official notification: If you notify 811 on the weekend, after hours or on a legal holiday, the call center cannot contact the utility locator until the next business day, which becomes your "official" notification day and does not count toward your waiting period. You must then wait two full working days after the official notification day before you can dig.