

nationalgrid

Natural gas pipeline safety

Help protect your employees and your community.



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Visit ngridssafety.com and connect with us on

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 Dig Safe® **at least 72 hours** prior to digging on public or private property, excluding weekends and legal holidays. Call 811, or use the Quick-Ticket system at **digsafe.com**. At no cost to you, Dig Safe 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:

Massachusetts

911 and 1-800-233-5325

Rhode Island

911 and 1-800-640-1595

In case of electric emergencies:

New England

911 and 1-800-465-1212

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.)

Cut here to save the chart below for reference.

811 wait times

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Use this chart to schedule your dig in Massachusetts and Rhode Island

Notify 811 at least 72 hours before you dig, excluding weekends and legal holidays.

Mon	Tues	Wed	Thur	Fri	Sat	Sun	Mon	Tues	Wed	Thur	Fri
Notify 811 (10 am)*	Wait...		Start digging (after 10 am)								
	Notify 811 (10 am)*	Wait...		Start digging (after 10 am)							
		Notify 811 (10 am)*	Wait...		Saturday/Sunday		Start digging (after 10 am)				
			Notify 811 (10 am)*	Wait...	Saturday/Sunday		Wait...	Start digging (after 10 am)			
				Notify 811 (10 am)*	Saturday/Sunday		Wait...		Start digging (after 10 am)		
					Notify 811 (any hour)*	Sunday	Official notification (6 am)**	Wait...		Start digging (after 6 am)	
					Saturday	Notify 811 (any hour)*	Official notification (6 am)**	Wait...		Start digging (after 6 am)	
					Notify 811 (any hour)*	Sunday	Holiday	Official notification (6 am)**	Wait...		Start digging (after 6 am)

*Notify 811 (10 am): Your waiting period begins at the date and time on your ticket and ends 72 hours later, excluding weekends and legal holidays. So if you call at 10 am (as shown) on Friday you cannot dig until after 10 am the following Wednesday. Of course, 10 am is only an example; you may notify 811 at any time.

**Official notification (6 am): 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. Your 72-hour waiting period begins at 6 am on that day.