

**nationalgrid**

104 Bridge Road  
Salisbury, MA 01952

**You live or work near a high-pressure natural gas pipeline.  
Federal regulations require us to send you this important gas safety information.**

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

#11860 97696 MA 12/20



# Protecting our communities with your help

You live or work near a National Grid natural gas transmission pipeline. We're doing our part to ensure pipeline safety. Please help us prevent incidents by following the safety tips inside.

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Save this gas emergency number in your phone and keep it handy:

**1-800-233-5325**



## We are committed to your safety

National Grid's natural gas pipelines transport natural gas safely and efficiently to our customers throughout New York, Massachusetts and Rhode Island, as well as to liquefied natural gas (LNG) storage facilities in Dorchester, Haverhill, Lynn, Salem, South Yarmouth, Tewksbury and Wareham.

**We have a longstanding history as a safety partner, and we are proud of our many initiatives to protect you and your community:**

- We continually test, inspect and repair our natural gas pipelines.
- We monitor our pipelines 24/7 for potential gas leaks.
- We conduct trainings and drills with emergency responders to prevent and prepare for gas emergencies.
- We educate excavators and the public about digging safely near gas pipelines.
- We provide gas safety education programs to local schools.
- We identify and manage risks to our gas pipelines, especially those in high-consequence areas.

Despite our efforts, gas leaks may occur that could lead to catastrophic fires or explosions. We need everyone's help to prevent pipeline damage and reduce the risk of dangerous leaks.

**Inside:** Help protect natural gas pipelines in your community and learn essential gas leak response tips.



This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.  
Este es un aviso importante. Sírvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.

Questa é un' informazione importante, si prega di tradurla.  
ĐÂY LÀ MỘT BÀN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.  
Пожалуйста, попросите, чтобы  
вам его перевели.

**Please share this brochure with your family and coworkers.**

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# Avoid damaging buried gas pipelines

## Dig safely to prevent dangerous gas leaks

Help protect gas pipelines in your area. Follow these five steps for safe excavation and insist that any contractors who work for you do the same:

- 1. Plan your project and pre-mark your dig area** with white paint, flags and/or stakes.
- 2. Call 811 or make an online request at least 72 hours before digging**, excluding weekends and legal holidays – it's the law! This free service will arrange for the marking of buried utility lines in your dig area.
  - Dig Safe: [811](https://www.digsafe.com) or [1-888-DIG-SAFE \(344-7233\)](https://www.digsafe.com) | [digsafe.com](https://www.digsafe.com)
- 3. Wait the required time for utilities to locate and mark their lines.** Do not dig until all utility lines have been marked.
- 4. Respect the marks when digging.** Gas lines are marked with yellow paint or flags.
- 5. Dig with care** and follow hand-excavating rules. When digging within two feet of either side of the marks, make sure you or your contractor use only small hand tools – not mechanical excavation equipment. If you encounter a cast iron gas pipe at any point in your excavation, stop digging and notify National Grid immediately at [1-800-233-5325](https://www.nationalgrid.com).



If your excavation will cross a cast iron gas main or run parallel nearby, notify the 811 service and National Grid well in advance. Cast iron gas mains in our Northeast communities may become dangerously compromised when the earth near them is moved in any way.

## Locate major pipelines near you

### Look for markers at road crossings, fence lines and street intersections.

Pipeline markers show the general route of National Grid's buried high-pressure transmission pipelines. Our pipeline markers are usually yellow and include our 24-hour emergency phone number. If you suspect a natural gas leak or any suspicious activity near a pipeline marker, call the emergency phone number listed on the pipeline marker immediately.

You can also find high-pressure transmission pipelines and the name(s) of the pipeline operator(s) near you through the National Pipeline Mapping System (NPMS) at [www.npms.phmsa.dot.gov](https://www.npms.phmsa.dot.gov).

Pipeline markers do not indicate the exact depth or location of transmission lines and are not present in all areas. And neither aboveground markers nor NPMS maps show the location of distribution main lines or service lines that carry natural gas to homes and businesses. So never use pipeline markers or maps as a substitute for contacting 811 to have all utility lines in your dig area located and marked.

## Help keep National Grid's rights-of-way safe and clear

**We ask your help in keeping our pipeline rights-of-way free of construction activities, obstructions and vegetation.** Clear rights-of-way allow us to conduct regular pipeline inspections and maintenance. They also provide visibility for aerial pipeline patrols and gas leak detection.

Call 911 and National Grid if you make ANY contact with a natural gas line, even if you just nick the pipeline or damage its coating.



Natural gas pipeline markers are generally yellow and black. They're placed near pipelines but not necessarily directly on top of them.

In addition to buried pipelines, our natural gas distribution system includes aboveground pipelines that run under bridges built over roads and waterways, other aboveground gas facilities and liquefied natural gas (LNG) transport trailers. These trailers carry LNG over roads and interstate highways to deliver LNG to acceptance sites, where we re-gasify and deliver it through our pipelines during periods of high demand.

# Gas leak safety: recognize, react and report

## 1. Recognize gas leak warning signs

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

**LOOK** – 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; a damaged connection to a gas appliance; or exposed pipeline after a fire, flood or other disaster.

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



Leaking natural gas may throw dirt up into the air, kill grass or plants, or make bubbles in water. Gas pipelines exposed by fires or floods may be a source of leaks.

## 2. React by immediately leaving the area

- Assume there's a danger. Warn others and leave the area quickly.
- Do **NOT** use a telephone or any electrical devices, including light switches, garage door openers, doorbells, radios, TVs or cell phones.

**BEWARE:** A spark from any of these items could ignite leaking gas, causing a fire or explosion.



Natural gas requires air and an ignition source in order to burn. A spark from a light switch, phone or electrical device can ignite leaking gas.

## 3. Report the leak to 911 and National Grid

- Do **NOT** assume someone else will report the leak.
- From a safe location, dial **911** and call National Grid's gas emergency number at [1-800-233-5325](https://www.nationalgrid.com). Provide the exact location, including cross streets, and let us know if sewer construction or digging activities are going on in the area.
  - Do **NOT** return to the leak area to inform emergency personnel about it. They will identify the source of the leak based on the information you provide by phone.
- Do **NOT** go back inside your home or building until National Grid personnel say it is safe to return.



Once evacuated and in a safe location, call **911** and **National Grid** to report a suspected gas leak or possible pipeline damage – no damage is too small to report.

## Learn more



Please visit our websites for additional safety information:

- Massachusetts | [nationalgridus.com/safety](https://www.nationalgridus.com/safety) and [ngridenergyworld.com](https://www.ngridenergyworld.com)

You may also obtain additional information through the following organizations:

- Pipeline and Hazardous Materials Safety Administration [primis.phmsa.dot.gov/comm/GeneralPublic.htm](https://www.primis.phmsa.dot.gov/comm/GeneralPublic.htm)
- Pipeline and Informed Planning Alliance [primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm](https://www.primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm)

# Smell Gas. Act Fast.

**Emergency number: Massachusetts**

For gas emergency service 24 hours a day, 7 days a week call **911** and **1-800-233-5325**.