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First Responder Utility Safety Training Program

**This training course is free.
In an emergency, it could be priceless.**

Get started today:
firstresponder.ngridsafety.com





Knowledge can be the difference between an incident and a disaster

Whether your team is responding to a fire, accident, crime code or medical emergency, ensuring public safety is the first order of business.

National Grid's First Responder Utility Safety Training is a free, self-paced

training program. It makes sure that you – and everyone you ride with – can quickly, safely and confidently deal with any natural gas and electrical-related hazard you might encounter.

Smell Gas. Act Fast.

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

Gas emergencies:

Massachusetts

911 and 1-800-233-5325

Rhode Island

911 and 1-800-640-1595

New York

Long Island and the Rockaways:
911 and 1-800-490-0045

Metro NY: 911 and 1-718-643-4050

Upstate NY: 911 and 1-800-892-2345

Electric emergencies:

New England

911 and 1-800-465-1212

Upstate New York

911 and 1-800-867-5222

Real-world, user-friendly training that can save precious minutes – and lives

The thorough, no-nonsense curriculum was designed with the help of experienced fire chiefs, safety experts and first response instructors. The course is modular, and can be done a step at a time, as your busy schedule permits. Total training time should be about 6½ hours.

The program's interactive e-learning environment combines simple, straightforward navigation with helpful tools that will enrich your learning experience, including:

- Visual aids to provide context and increase understanding
- Interactive definitions of important terms
- Frequent knowledge checks
- Handy user notes
- Supplemental resources to reinforce the lesson material

An important professional development milestone

When you've successfully completed your training, you'll receive a certificate of completion for your training files. The program may also serve to satisfy your department's utility safety training requirements.

Get started today!

1. Register at

firstresponder.ngridsafety.com.

Once you create your user ID and password, you'll be able to access all the e-learning modules and resources.

2. Progress at your own pace, on your own schedule.

Begin your utility safety training, one module at a time.



Learn how to safely manage natural gas and electrical emergencies

Whether natural gas or electricity are the source of an emergency or a contributing factor, you'll want to be prepared. It's important to know basic facility characteristics as well as specific response tactics, so that you can safely manage incidents and protect yourself, your team and the public.

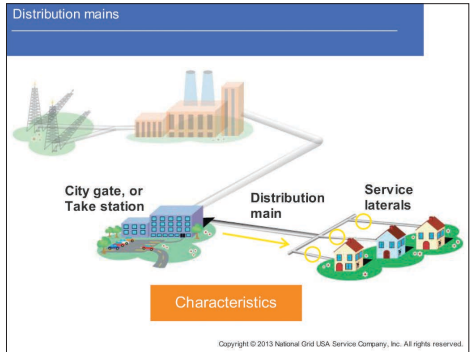
The First Responder Utility Safety Training program consists of two courses of study:

Natural gas safety certification – Gives you the information you need to safely identify and respond to incidents that involve natural gas pipelines and other natural gas facilities.

Electrical safety training certification – Gives you the information you need to safely identify and respond to incidents that involve electric power lines and other facilities.

You'll start with the basics...

The interactive self-study modules start with the basic properties, characteristics and behaviors of natural gas and electricity. You'll also learn about the equipment used to transport these energy sources, as well as general precautions associated with gas and electric facilities.



Natural gas safety – Module 1

...and then move on to response tactics

Once you're familiar with the basic principles of natural gas and electric facilities, you'll learn about specific response tactics for the most common utility-related incidents. For example, how to respond to carbon monoxide events and natural gas leaks, and safety measures for downed power lines.

The slide, titled "Objectives", features a background image of a paramedic attending to a patient in a stretcher. The text on the slide reads: "This module explains carbon monoxide poisoning, and how to:" followed by a bulleted list of objectives.

- Recognize it
- Respond to it
- Prevent it

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Natural gas safety – Module 3

...and specialized training

You'll also get some training on how to deal with specialized gas and electric utility-related hazards. In the gas course, for example, you'll learn how to handle excavation-related damages to gas pipelines and incidents involving coal tar pipe wrap, gas odorant spills, gas pipeline liquids and manholes. The gas course also covers liquefied natural gas (LNG) facilities and LNG transport trailers. Specialized training in the electric course covers PV solar technology and response tactics for incidents involving these systems.

Incident response

What not to do



Do not enter the LNG vapor cloud or come into contact with the liquid.
The vapor cloud poses an asphyxiation hazard and could ignite; the liquid will cause tissue damage.

- 1 Do not enter the LNG vapor cloud or come into contact with the liquid.
- 2 Do not direct water onto LNG tanks in the absence of direct flame impingement.
- 3 Do not utilize foam other than high expansion foam on an LNG spill.
- 4 Do not allow the runoff from hose streams to mix with LNG.
- 5 Do not close control valves unless you consult with National Grid.

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Natural gas safety – Module 6

First Responder Utility Safety Training – complete curriculum

Natural gas safety certification

- Module 1: Gas distribution system (30 minutes)
- Module 2: Properties and characteristics of natural gas (20 minutes)
- Module 3: Carbon monoxide poisoning (20 minutes)
- Module 4: Gas incident management (30 minutes)
- Module 5: Additional potential hazards and response tactics (30 minutes)
- Module 6: Liquefied natural gas (LNG) (45 minutes)
- Module 7: LNG transport (30 minutes)

Electrical safety training certification

- Module 1: Electrical safety basics (30 minutes)
- Module 2: Electrical distribution system (35 minutes)
- Module 3: Fires involving electrical facilities (35 minutes)
- Module 4: Downed power lines (20 minutes)
- Module 5: Solar power: Get the facts (10 minutes)
- Module 6: PV solar system basics (25 minutes)

**Keep yourself, your team and the public safe.
Register and start your online training today at
firstresponder.ngridsafety.com.**

What are other first responders saying about the program?

“ This program represents a strong commitment by National Grid to provide critical information to first responders. The website is an interactive resource that equips first responders with electric and natural gas safety information that can make a real difference on the incident scene.”

Brian P. Duggan
Veteran commander, Northampton and Northborough
Fire Departments, Massachusetts

“ National Grid’s utility safety e-learning program is engaging and accessible and the perfect length for first responders. The solar safety curriculum is especially valuable and needed in every community, as more solar power systems are being installed every day.”

Chief James G. McLaughlin
Warwick Fire Department, Rhode Island

“ The group training exercises featured on National Grid’s Utility Safety website are a handy, effective training tool – I wouldn’t change anything about them. They address some of the most common gas safety issues seen by the fire service, with clear operational guidance for responders. It’s great that they can be printed and used offline as well as on the computer.”


Safety Officer David Juron
Westmere Fire Department, New York



Natural gas group training exercises

Learning utility incident response tactics as a group promotes teamwork. It also enhances safety by ensuring consistent response from everyone on the team.

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Gas safety training exercises

Natural Grid Group Training Exercise #1

The training effects include live practices but does not replace your organization's SOPs/SOs. This resource is for reference purposes only. You must use your operating procedures and can be collaboratively incorporated into your operating procedures as they are updated.

Training Officer:
Participants and I will hand them out to all participants so they can follow along for the discussion.


Gas Leaks

Gas main leak with no ignition

A contractor installing a water main at 5 South Street struck and ruptured a gas line during the excavation. The contractor closed BT and started 100 feet around the leak. Current weather is clear with a 17 mph wind from the east. The engine company and crew have been assigned to the incident. You will be the first to arrive on the incident scene. As you release your response, your dispatch center reports receiving several 911 calls from nearby residents indicating a smell of gas in the area.

The area involved is a residential neighborhood and several residents are reporting that the smell of gas has entered their homes. Ms. Morris, who lives at 13 South Street, street BT and requests the closing of gas in her basement.

As a crew, please work together to address the following response-related questions. Upon arrival, you encounter the situation depicted in the photo.



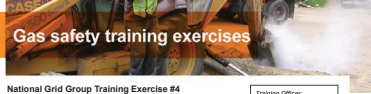
Training Officer Guidance | Questions and Answers
Relevant sections of the National Grid Natural Gas Safety Training Certification Program are listed below the answers where appropriate. Answers without a corresponding reference reflect fire service best practices or are derived from National Grid internal response protocols.

Initial response questions to consider

1. **What instructions should be given to the callers who smell gas in the area?**
The dispatcher should advise callers who can smell gas to evacuate their residences and the affected area (if any). They should be asked to report to the first arriving fire officer for additional evacuation instructions. Please see Module 4, Arriving on the scene. Evaluate occupants.
2. **During response, how do you prepare yourself and your crew for the situation?**
As your crew moves toward the incident scene, updates on the situation should be shared with all crew members and

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Gas safety training exercises

Natural Grid Group Training Exercise #4

The training effects include live practices but does not replace your organization's SOPs/SOs. This resource is for reference purposes only. You must use your operating procedures and can be collaboratively incorporated into your operating procedures as they are updated.


Training Officer:
Fire crews A and B and I hand them out to all participants so they can follow along for the discussion.

Carbon Monoxide Poisoning

Residents overcome by carbon monoxide

An ambulance crew has been dispatched to 422 Bridge Road, Apartment K3, for a 40-year-old male (M) living in a 100 ft x 100 ft home. The ambulance crew arrived at the residence and the carbon monoxide (CO) alarm on the medical kit that they took into the home goes into alarm. The CO alarm is responsible with the ambulance crew. You are asked to respond to this incident and provide support to the ambulance crew. You observe a response with a single engine containing a three-person crew.

As a crew, please work together to address the following response-related questions. Upon arrival, you encounter the situation depicted in the photo.



Training Officer Guidance | Questions and Answers
Relevant sections of the National Grid Natural Gas Safety Training Certification Program are listed below the answers where appropriate. Answers without a corresponding reference reflect fire service best practices or are derived from National Grid internal response protocols.

Initial response questions to consider

1. **What should the ambulance crew do prior to your arrival?**
If you suspect CO poisoning, unseals the building and make sure windows get fresh air and seek immediate medical attention. If the building uses natural gas, notify National Grid or the local natural gas utility as soon as possible through your dispatcher. The ambulance crew should request to remove the patient and transport them to the structure and receive treatment of both the patient and the 2nd arriving officer to the ambulance. Transport of these two patients to the hospital should not be delayed.
2. **What are the characteristics of carbon monoxide?**
CO is a colorless, odorless and poisonous gas that displaces oxygen in a person's bloodstream and therefore can cause toxicity. CO is produced when combustion of any fuel—such as heating oil, gasoline, diesel fuel, propane, kerosene, natural gas, coal, charcoal or moon—takes place without sufficient oxygen. Each year approximately 400 people die from CO poisoning and more than 40,000 are hospitalized. CO poisoning is the leading cause of accidental poisoning deaths.

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The group training exercises cover the four most common natural gas-related fire service calls, with real-world scenarios and Q&A learning practices. The training exercises are downloadable from the website at firstresponder.ngridsafety.com and can be printed and used by training officers for personal use, in training seminars and as a supplement to the e-learning certification program.

IMPORTANT TERMS AND CONDITIONS – PLEASE READ

DISCLAIMER: *National Grid is an electricity and natural gas delivery company serving customers in New York, Massachusetts and Rhode Island. This resource was developed solely for first responders in the National Grid service territory who support the communities served by National Grid. Accordingly, the information contained herein is intended for those first responders only. Although information and procedures contained herein may be applicable to your organization, some information and procedures may differ. If you are viewing this resource and you are from outside the National Grid service territory, we strongly recommend that you consult with your local energy provider as well as all local rules, regulations, procedures and protocols before applying this training or any portion thereof to your geographic area.*

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**Keep yourself, your team and the public safe.
Register and start your online training today.**

Visit **firstresponder.ngridsafety.com** and connect with us on



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