



Respond safely to natural gas emergencies.

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Keep this card handy in your vehicle visor or glove box.

Gas leak signs: A gas leak may have a distinctive, sulfur-like odor (but not always). Other signs may include 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; an exposed pipeline after a fire, flood or other disaster; or a damaged connection to a gas appliance.

If you hit a gas pipeline or suspect a gas leak:

1. **Leave your equipment behind.** Warn others of the danger, and leave the area quickly. Stay away until utility personnel say it is safe to return.
2. **Do not use matches, lighters or anything electrical – even a phone.** A spark could ignite the gas.
3. **Do not operate underground pipeline valves or attempt to stop the flow of gas.** Never bury a contacted pipeline.
4. **From a safe location, call 911 and National Grid.**
5. **Report the incident to your supervisor.**

Call National Grid and 811 if you make ANY contact with a natural gas pipeline, even if you just scrape the line or damage its coating.

In a gas emergency, call 911 and National Grid immediately.

Massachusetts: 911 and 1-800-233-5325

Rhode Island: 911 and 1-800-640-1595

New York:

Metro New York: 911 and 1-718-643-4050

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

Upstate New York: 911 and 1-800-892-2345

Smell Gas. Act Fast.



**Know what's below.
811 before you dig.**

Have you called 811 yet? Call before you dig.

Call now – before you start digging.

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Five steps for safe excavation

1. **Plan your job and pre-mark your dig area** with white paint, flags and/or stakes.
2. **Call 811 or make an online request before any excavation starts:**
 - Massachusetts and Rhode Island:
811 or **1-888-DIG-SAFE (344-7233)** | digsafe.com
 - Metro New York, Long Island and the Rockaways:
811 or **1-800-272-4480** | NewYork-811.com
 - Upstate New York:
811 or **1-800-962-7962** | digsafelynewyork.com
3. **Wait the required time** for utilities to locate and mark their lines.
 - Massachusetts and Rhode Island: **At least 72 hours** excluding weekends and legal holidays.
 - New York: **At least two full working days** excluding the date of notification, weekends and legal holidays.
4. **Respect the marks** when digging.
5. **Dig with care** and follow hand-excavating rules.

If you find an unmarked line, stop digging and call 811 immediately.

Locate marks show you only the approximate location of buried utility lines. Before you can safely work near a gas pipeline, you must first hand-dig to expose the line and visually verify its exact location and depth.

- If you cannot visually verify the location of a marked pipeline, **STOP digging and contact 811 immediately.**

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American Public Works Association color code for locator marks

 Electric power lines	 Potable water
 Temporary survey markings	 Sewer and drain lines
 Proposed excavation	 Communications lines, cables or conduit
 Gas, oil or steam	 Reclaimed water, irrigation and slurry lines