

First Responder  
Utility Safety Training Program

They're counting on you.  
Are you and your team ready?



Complete your free online training: [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com).



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

Visit [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com) and connect with us on



#13116 97855



“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

“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.”



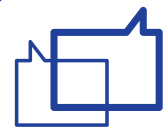
Brian P. Duggan  
Veteran commander for Northampton and  
Northborough Fire Departments, Massachusetts

“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

What your colleagues are saying about the program



National Grid’s First Responder Utility Safety Training Program

The interactive e-learning environment is quick and easy to navigate, and gives you helpful tools to 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



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

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

In case of electric emergencies:

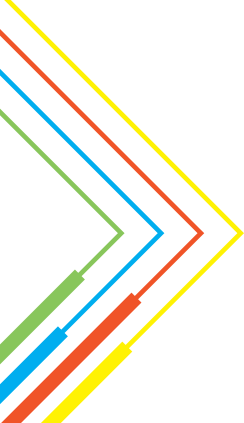
New England 911 and 1-800-465-1212

Upstate New York 911 and 1-800-867-5222

IMPORTANT TERMS AND CONDITIONS – PLEASE READ

DISCLAIMER: National Grid is an electric 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.

PLEASE SEE OUR TERMS AND CONDITIONS. The Terms and Conditions (“Terms”) govern your use of this resource. Please read the Terms in full before using this resource. By accepting these Terms, you agree to be legally bound by these Terms. If you do not agree to these Terms, please do not use this resource. We reserve the right to modify these Terms at any time without prior notice, and your use of this resource binds you to the changes made. We do occasionally update these Terms so please refer to them in the future.



# Teamwork. Trust. Training.

Whether you're responding to a fire, accident, crime code, or wind and water damage, your crew and your community are counting on you. Knowing how to deal with utility-related hazards is an important part of the job.

National Grid's First Responder Utility Safety Training is a no-charge, self-paced learning program. It makes sure that you, and everyone you ride with, can quickly, safely and confidently handle any natural gas or electricity-related hazard you might encounter.



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

No fluff or "book learning" here. The real-world curriculum was designed with the help of experienced fire chiefs, safety experts and first responders to give you the practical skills you need to prepare for natural gas and electrical emergencies.

## First Responder Utility Safety Training – complete curriculum

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.

- 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** – Gives you the information you need to safely identify and respond to incidents that involve electric power lines and other facilities.

- 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)
- Module 7: **PV solar system incident response tactics** (25 minutes)

## A smart career move, too.



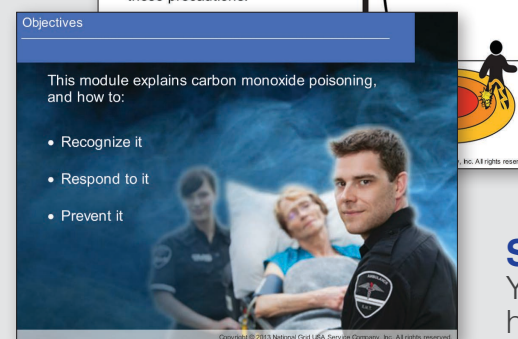
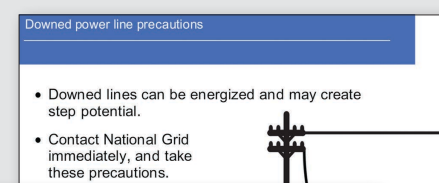
Successfully complete your training, and you'll receive a certificate of completion for your files. The program may also serve to satisfy your department's utility safety training requirements.

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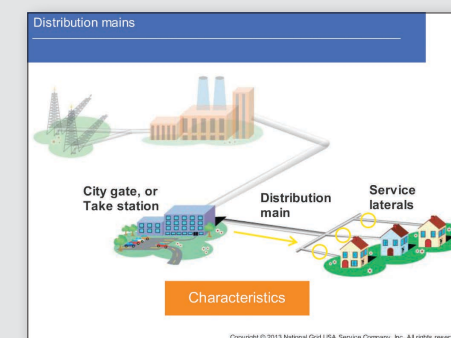
### Basics first ▶

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



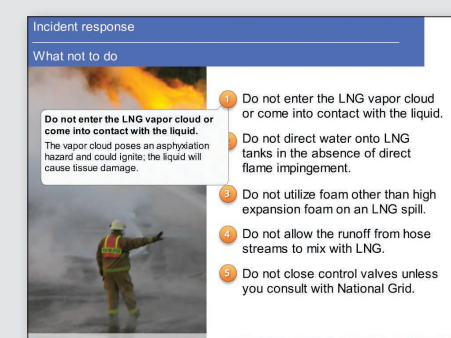
### Next, response tactics

In this section, 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.



### Special situations ▶

You'll also learn how to handle specialized natural gas and electric utility-related hazards. In the natural gas course, you'll learn how to deal with 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 electrical course covers PV solar technology and response tactics for incidents involving these systems.



## Make it happen!

1. **Register at [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com).** Create your user ID and password, and access all the e-learning modules and resources.
2. **Progress at your own pace.** Complete your utility safety training, one module at a time.



Keep yourself, your team and the public safe. Register today, and complete your free online training at [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com).