

Dear Emergency Official,

June 2021

Like you, National Grid is committed to the safety of the communities we serve. Please take a moment to read this brochure on our natural gas pipeline safety programs, and how you can prevent and respond to gas and electric utility emergencies. We've partnered with emergency officials in your community to ensure this information meets your needs.

National Grid wants all emergency responders to be prepared for any incident involving our gas and electric lines. We urge you and your team to take our award-winning online safety training course at [firstresponder.ngridsafety.com](https://firstresponder.ngridsafety.com). This course covers incident management for natural gas leaks and fires, CO poisoning prevention and response, LNG safety, electric facility fires, downed power lines, PV solar system safety and many other topics.

National Grid is the largest distributor of natural gas in the Northeast, operating approximately 35,682 miles of pipelines in New York, Massachusetts and Rhode Island. We also distribute liquefied natural gas (LNG) via transport trailers; these trailers travel over interstate highways and town roads to deliver LNG to acceptance sites, where we re-gasify and deliver it through our pipelines during periods of high demand.

Here in Massachusetts, we own and operate almost 11,154 miles of underground natural gas pipelines, which supply approximately 929,535 customers. **Additional information about our transmission pipelines and LNG transport is available from your Community and Customer Management Director, Joseph Carroll, at 1-508-897-5709 (Barnstable, Bristol, Norfolk, Plymouth and Suffolk counties); Aleta Fazzone at 1-508-860-6386 (Franklin, Hampshire and Worcester counties); or Susan Griffin at 1-978-725-1051 (Middlesex and Essex counties).**

We manage the integrity of our pipelines through a program developed in accordance with U.S. DOT and state regulatory agency rules. The primary goal of this program is to continuously improve safety by identifying, assessing and managing risks to natural gas pipelines, including those in high-consequence areas. We have developed supplemental hazard and assessment programs for these areas. **For more information regarding our Integrity Management Program (IMP), please visit [nationalgridus.com](https://nationalgridus.com).**

We thank you in advance for your help in educating your team, and creating a more informed and engaged public regarding natural gas and electric safety.

Sincerely,

Lee D. Westerlind  
Manager

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.

# nationalgrid

104 Bridge Road  
Salisbury, MA 01952

## IMPORTANT NATURAL GAS SAFETY INFORMATION ENCLOSED.

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

#12417 97688 MA EO

Massachusetts

# Natural gas pipeline safety

Learn to prevent and respond  
to gas emergencies.



## Smell Gas. Act Fast.

For gas emergency service 24 hours  
a day, 7 days a week, call:

**911 and 1-800-233-5325**

Dig Safe® | [digsafe.com](https://digsafe.com)  
**811 or 1-888-DIG-SAFE (344-7233)**

We have partnered with emergency responders  
to develop this important information. Please  
share it with your team.

# nationalgrid



## Our commitment to safety

To ensure public safety and service reliability, National Grid crews continually test, inspect, repair and improve our pipelines and monitor for potential gas leaks. We work very closely with industry and government agencies on a variety of pipeline safety measures:

- Visual pipeline and gas meter inspections
- Pipeline design and construction techniques
- Coordination with Dig Safe®
- Pipeline markers and facility mapping
- Workforce training
- Industry safety practices and government oversight
- Public education programs

We also conduct training and drills with emergency responders to prevent and prepare for natural gas emergencies. These exercises test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated and made available to state authorities. If you would like to view emergency response plans for your community, contact your National Grid regional community and customer management director.



For free training materials, visit National Grid's utility safety training website at [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com). You may sign up for critical utility safety reminders via email at [firstresponder.ngridsafety.com/sign-up-for-newsletters](http://firstresponder.ngridsafety.com/sign-up-for-newsletters).

### National Grid's pipelines quietly, reliably and efficiently deliver natural gas every day to our residential, commercial and industrial customers.

Damage to our pipelines can cause dangerous gas leaks that have the potential to ignite or explode. We encourage you to learn the location of gas pipelines in your community and help protect them from damage.

Many pipelines are underground in public areas. High-visibility markers with National Grid's 24-hour emergency phone number indicate the general location of our high-pressure natural gas transmission pipelines. These markers are usually freestanding; in urban areas, they may also be found on utility poles. If you observe suspicious activity near a pipeline marker, call the number on the marker immediately.



You can also determine the general location of gas transmission pipelines in your area by registering with the **National Pipeline Mapping System (NPMS)** at <https://www.npms.phmsa.dot.gov>.

For the specific location of transmission pipelines that cross your area of jurisdiction, state and local officials may apply for access to the **Pipeline Information Management Mapping Application (PIMMA)** at <https://www.npms.phmsa.dot.gov>.

## Signs of a gas leak

A gas leak is often recognized by smell, sight or sound:

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

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



*A damaged connection to a gas appliance and/or pipelines exposed by fires or floods may be sources of leaks. Leaking natural gas may throw dirt up into the air, make bubbles in water, or kill grass or plants.*

## Prevent gas leak ignition



- **DO NOT** ring doorbells, use garage openers, or turn on or off any lights, electrical devices or appliances. These items may produce a spark that could ignite leaking gas and cause an explosion.
- **DO NOT** step on doormats. Friction from boots could create a spark of static electricity.
- **DO NOT** use spark-producing equipment. Use intrinsically safe radios and flashlights in the vicinity of a leak.
- **Create an isolation zone** and shut off all vehicles in the immediate hazard area.
- **Alert the local electric utility** if the situation warrants a discontinuation of electric service to a building.

## Respond safely to gas leaks and fires

- **Contact National Grid through your dispatcher as soon as practicable.**
- **Park emergency vehicles away and upwind from the area.** Do not park over manholes or storm drains. Reroute or restrict traffic as necessary.
- **Evacuate the area and nearby structures** to a distance of 330 feet in all directions, if possible. For larger leaks, consider downwind evacuation for at least one half mile.
- **If you have been trained to do so, you may shut off gas at an aboveground meter valve or an appliance supply line only – NEVER** at an underground valve or relief vent.
- **If you shut off a gas service meter, leave it off.** Only National Grid personnel can turn the gas back on.
- **Inform National Grid of the precise address and location of ANY gas meter valve you have closed.** This information is critical for system safety and service restoration.
- **If gas has ignited, let it burn!** Extinguishing the fire may allow unburned gas to collect and cause an explosion.
- **Once the fire has been controlled, remain alert** for gas migration and possible re-ignition.
- **Do NOT use water to suppress a natural gas fire, as it is ineffective and dangerous.**
  - Spraying water into gas lines can flood gas piping, knocking out pilot lights and leading to a serious gas accumulation problem downstream.
  - You may use a fog spray to cool combustible exposures.



Closed gas meter valve



Only shut off gas at a service meter or appliance. A gas valve is closed when the valve lug is perpendicular, or crosswise, to the gas pipe.

