

nationalgrid

Operating gas valves:

Should you or
shouldn't you?



You may control a gas leak by shutting off a gas service meter or appliance.

First responders who have been trained in valve operation may shut the valve located on an appliance supply line or on the piping before a gas service meter.

- **If you shut off a gas service meter valve, lock and tag it, and leave it off.** Once a service valve is closed, only National Grid may re-open it.
- **Inform National Grid of the precise address and location of any gas valve you have closed.** This information is critical for system safety and service restoration.
- **NEVER attempt to shut off gas at station valves, underground pipeline valves* or relief vents.** Only National Grid personnel may operate these facilities.

*In some parts of National Grid's operating area, fire departments have been provided specific tools and training for closing curb valves on service laterals. Only those personnel so trained and equipped may shut curb valves.

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Point your phone's camera at or scan this code to find additional information on when to operate natural gas valves in Module 4 of **National Grid's First Responder e-Learning Program.**

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.

Valve open



Valve closed



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104 Bridge Road
Salisbury, MA 01952



Smell Gas. Act Fast.

If you suspect a natural gas leak, call 911 and National Grid immediately.

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

Visit firstresponder.ngridsafety.com and connect with us on

