



Tips of the trade

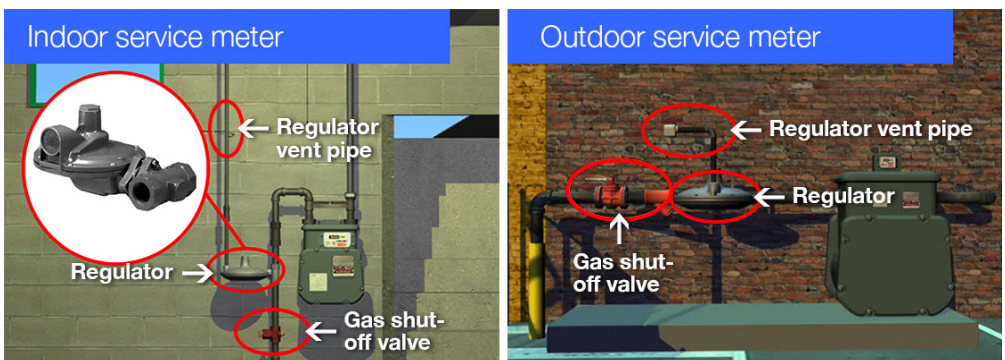
Welcome to National Grid's Tips of the Trade for first responders. These tips are intended to help you respond safely and effectively to incidents involving natural gas and electricity. Please review them with your team.

Understanding natural gas regulators

It's important that firefighters understand the critical role that regulators play in natural gas service meter assemblies.

When they are present, regulators are positioned on the high-pressure service lateral gas lines that deliver gas to homes. They are located between the service shut-off valve and the meter and may be inside or outside the building or residence. Functioning much like the pressure regulator on a firefighter's self-contained breathing apparatus, a regulator reduces the pressure of the gas so it can be used by the appliances and equipment inside the building.

Typical residential appliances and water heaters require gas pressure of just .25 psi. If there is no regulator present on a gas meter assembly, that means the service lateral is supplying gas at the low pressure that appliances can use.



Regulators are located on natural gas service meter assemblies between the shut-off valve and the meter. Keep all regulator vents clear of snow, ice and debris at all times to ensure safe operation.

Responding to a malfunctioning regulator

A malfunctioning regulator can produce a serious ignition hazard, so all regulators have piping that vents high-pressure gas if the regulator fails. If the meter and regulator are located inside the building, this piping vents to the outside.

The shut-off valve, located on the high-pressure piping coming out of the ground before the meter, can be used to stop the supply of gas if the regulator malfunctions. Once closed, it prevents high-pressure gas from entering the building's internal gas piping.

The high-pressure shut-off valve must be closed manually. To close it, turn it a quarter-turn so that the valve indicator is perpendicular, or crosswise, to the piping. Only close this or any other gas service valve if you have been properly trained to do so, and if you have the proper tool to operate the valve. Inform National Grid of the precise location of any valve you have closed. Do not reopen the valve under any circumstances, as only utility personnel may restore gas service.



Remember: Only shut off gas at the meter or an appliance. Never try to operate underground natural gas pipeline valves, such as street or main valves.

For more first responder safety information, visit firstresponder.ngridsafety.com.

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



Know what's below. 811 before you dig.

In case of gas emergencies:

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

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

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

Massachusetts:
911 and 1-800-233-5325

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

In case of electric emergencies:

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

Massachusetts:
911 and 1-800-465-1212

Rhode Island:
911 and 1-800-465-1212

IMPORTANT TERMS AND CONDITIONS – PLEASE READ PRIOR TO USE.