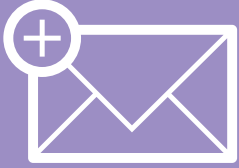
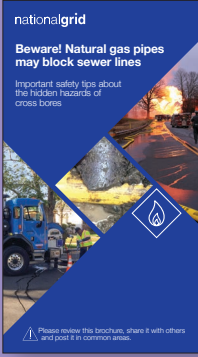


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1) Point your phone's camera at or scan this code to visit **crossbore.ngridsafety.com**.



2) Complete the order card (attached), fold along the perforation, tear and mail. No postage required.

This is an important notice. Please have it translated.

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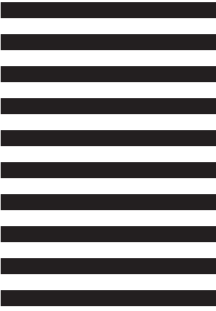
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Beware! Natural gas pipes may block sewer lines

Safety tips for plumbers, sewer cleaners and drain cleaners

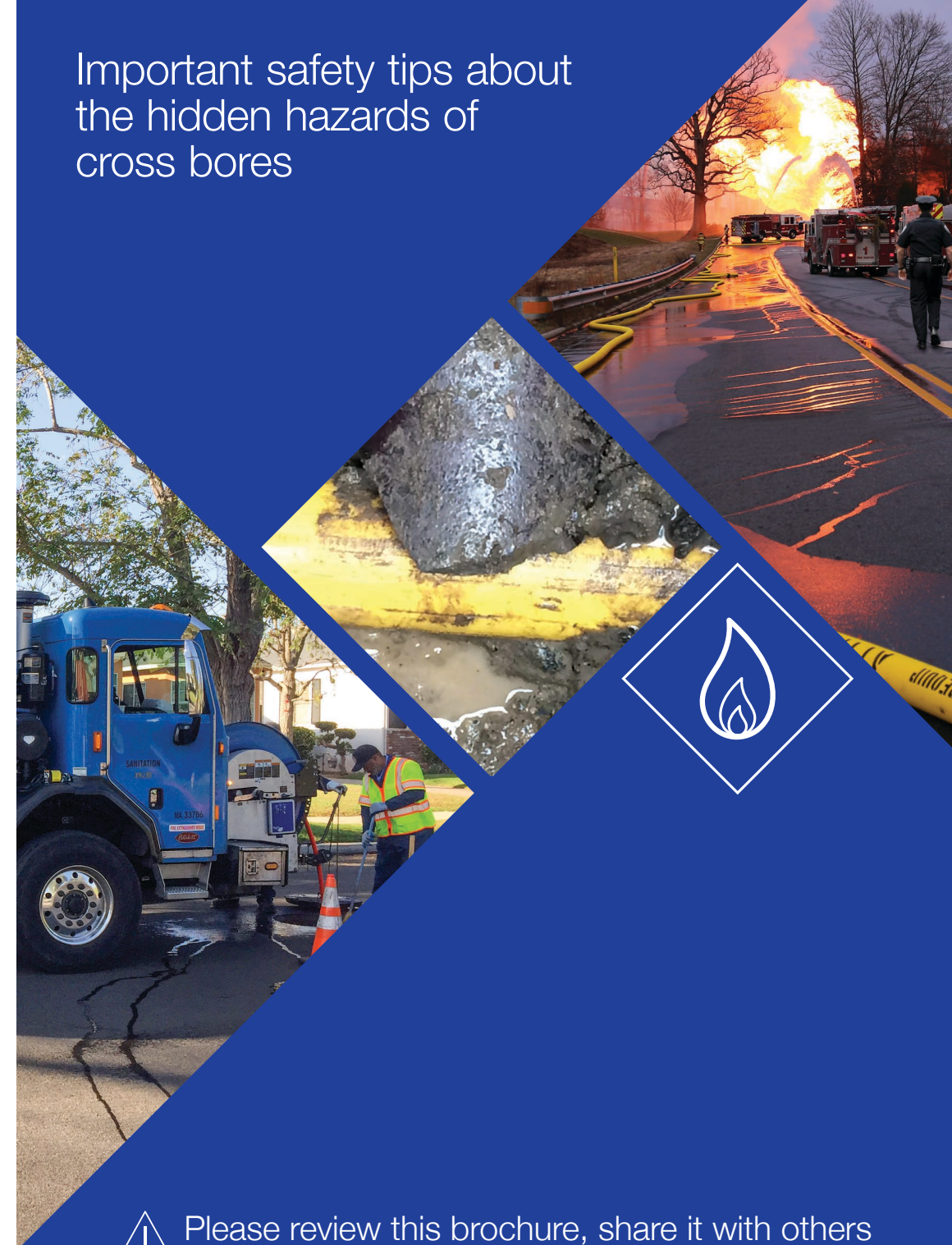
Visit nationalgridus.com and connect with us on    

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Beware! Natural gas pipes may block sewer lines

Important safety tips about the hidden hazards of cross bores



Please review this brochure, share it with others and post it in common areas.

Gas leak safety: Learn the signs of gas leaks

National Grid adds a distinctive, sulfur-like odor to natural gas to help people detect leaks, but in some cases, you may not be able to smell it. And the gas in transmission pipelines may not be odorized. **Do not rely on your nose alone to detect a gas leak. LOOK and LISTEN** for any of these other gas leak warning signs:

- 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
- A damaged connection to a gas appliance
- Exposed pipeline after an earthquake, fire, flood or other disaster



Signs of a gas leak



If you suspect a gas leak, warn others and leave the area quickly. From a safe location, call 911 and National Grid immediately.

Massachusetts	911 and 1-800-233-5325
New York	
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



Gas leak safety: Recognize and respond to cross bores

nationalgrid



Protect yourself, fellow workers and the public.

Please review this brochure, share it with others and post it in common areas.



If you work for a public sewer agency and see a utility crew working in an area where you know there to be sewer lines, stop and discuss the cross-bore issue with them.

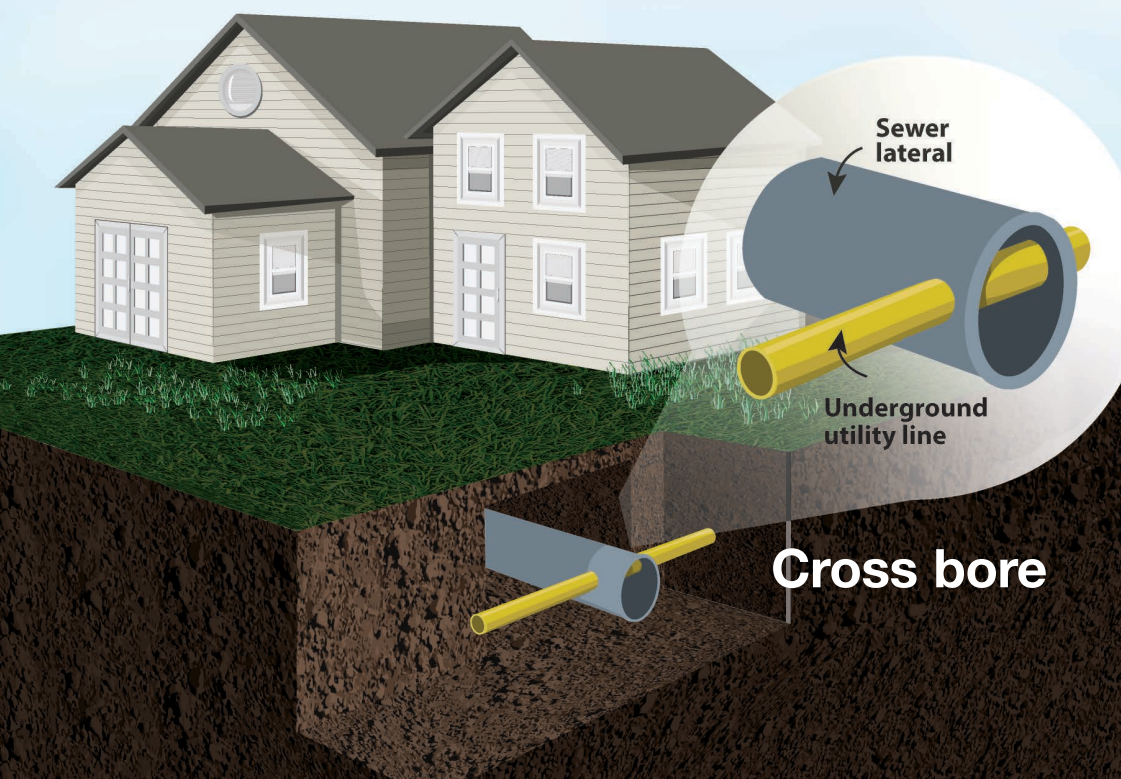
Be alert for cross bores in sewer laterals!

Most sewer blockages are caused by tree roots, grease or other routine clogs. However, in rare cases, an electric, gas, water or telecommunications line can be installed directly through a sewer line in what is known as a "cross bore."

Over time, a cross bore in a sewer lateral will cause a blockage. If you attempt to remove the blockage with mechanical equipment, you risk damaging a live utility line.

If you damage a cross-bored natural gas pipe, service interruption may not be immediately obvious. **Leaking gas may travel into nearby sewer lines and buildings, causing a fire and explosion risk.**

Pipe configurations and colors vary.



Take these cross-bore precautions before, during and after clearing any sewer line blockage:

Before clearing

Look to see if there is gas service to the property or adjacent buildings. If so, a cross bore could be causing the blockage, so proceed with caution.

- If you own or can obtain access to an inline camera, use it to assess the blockage before attempting to clear it. If the camera view is obstructed due to the clog, vacuum it out first.
- If a camera is not available and you cannot verify the cause of the blockage, plan to use the least invasive equipment possible, such as a hydro-jetter. **Do not use a cutting tool.**

During clearing

If you suspect a cross bore or you sense resistance that does not resemble a tree root or other common obstruction, do not force it. **Stop immediately and call National Grid at 1-877-370-5047.**

After clearing

Natural gas pipes are typically yellow plastic but in rare cases may be orange, green or black. If you have used a cutting tool, look for colored plastic on the blades when you withdraw it. **Watch for bubbles escaping from the entry point of the clearing equipment or toilet, and/or use gas detection equipment if available.** If you think you have hit a gas line, act fast and follow the steps listed on the right. ➔



If you hit a gas pipe or suspect a gas leak, assume there's a danger and take these steps:

1. **WARN OTHERS** and quickly **EVACUATE** the structure. Leave your equipment behind. **DO NOT** wait for utility personnel to arrive.
2. **DO NOT** use matches, lighters, cigarettes (including e-cigarettes or vape pens), light switches or anything electrical – not even a phone or garage door opener. A spark from these items could ignite leaking gas and cause an explosion.
3. **MOVE** to a safe location and then **CALL 911** and National Grid. Always **call 911** if you suspect a gas leak!
4. **STAY AWAY** until utility personnel say it is safe to return.
5. **DO NOT** attempt to stop the flow of gas. Leave the pipe alone; if a manhole cover has been removed, do not attempt to replace it.

Smell Gas. Act Fast.

If you suspect a gas pipe is obstructing a sewer line, call National Grid at 1-877-370-5047. If a gas pipe has caused the blockage, National Grid will remove the pipe and make repairs at no charge.



Know what's below. 811 before you dig.

Call 811 or make an online dig ticket request well in advance of digging or moving earth in any way.

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Simply fill out this card and mail it or fax it to 978-463-1715, or order online at crossbore.ngrid.com.

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c. Other/Specify _____
5. On a scale of 1-5 (1 = strongly disagree and 5 = strongly agree), how much do you agree with each of the following statements?
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___ The information National Grid provides is valuable for keeping workers safe around electricity and natural gas.
___ I expect National Grid to provide workers the information necessary to get their jobs done safely around National Grid's electric and natural gas infrastructure.
___ The workers at my company use the National Grid safety information to work more safely around electricity and natural gas.
___ The worker materials provided by National Grid help me and/or my coworkers perform their jobs more safely.
Thank you for your order. Materials will arrive in two to four weeks.