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First Responder Utility Safety Training Program

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



Get started today:
firstresponder.ngridsafety.com





Teamwork. Trust. Training.

Whether you're responding to a fire, accident, crime code or medical emergency, your team and 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 free, self-paced training program. It makes sure that you – and everyone you ride with – understand the potential dangers and how to deal with them correctly to keep everyone safe.



To report emergencies, call 911 and National Grid immediately.

In case of gas emergencies:

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

In case of electric emergencies:

Massachusetts

911 and 1-800-465-1212

Upstate New York

911 and 1-800-867-5222

Real-world, user-friendly training that can save precious minutes – and lives.

The thorough, no-nonsense curriculum was designed with the help of experienced fire chiefs, safety experts and first response instructors. The course is modular, and can be done a step at a time, as your busy schedule permits.

The program's interactive e-learning environment combines simple, straightforward navigation with helpful tools that will 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

An important professional development milestone.

When you've successfully completed your training, you'll receive a certificate of completion for your training files. The program may also serve to satisfy your department's utility safety training requirements.

Get started today!

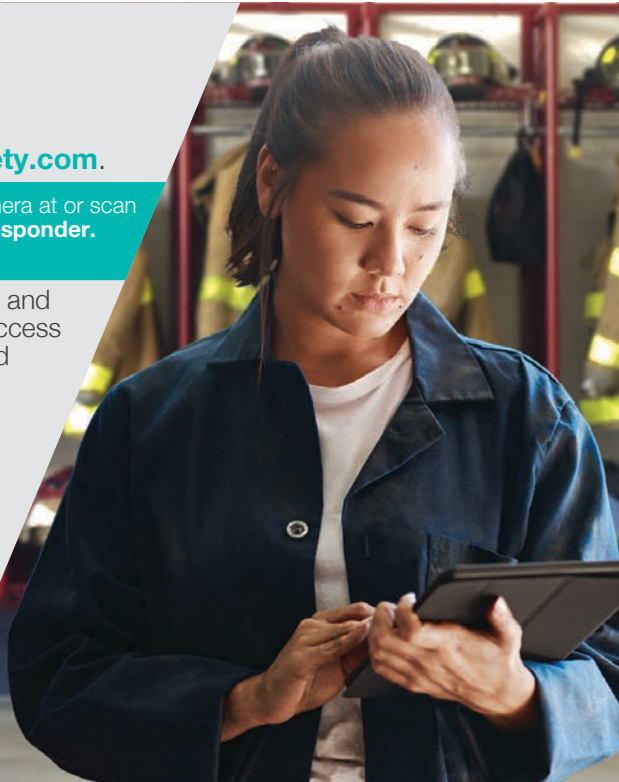
1. Register at firstresponder.ngridsafety.com.



Point your phone's camera at or scan this code to visit firstresponder.ngridsafety.com.

Once you create your user ID and password, you'll be able to access all the e-learning modules and resources.

2. Complete the course at **your own pace, on your own schedule.** Begin your utility safety training, one module at a time.



Learn how to safely manage natural gas and electrical emergencies.

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.



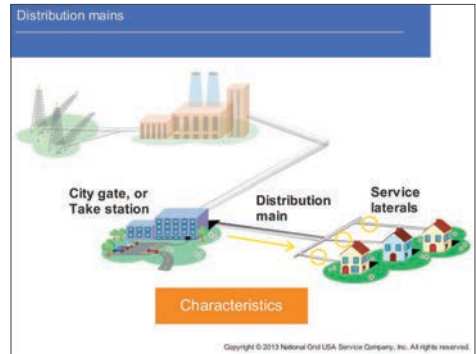
The First Responder Utility Safety Training program consists of two courses of study:

Natural gas safety training certification – Gives you the information you need to safely identify and respond to incidents that involve natural gas pipelines and other natural gas facilities.

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.

You'll start with the basics...

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



Natural gas safety – Module 1

...and then move on to response tactics...

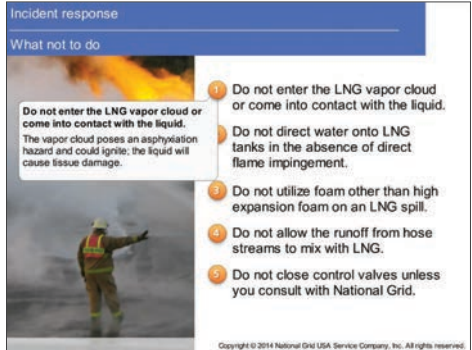
Once you're familiar with the basic principles of natural gas and electric facilities, you'll learn about specific response tactics for the most common utility-related incidents. For example, how to respond to carbon monoxide events and natural gas leaks, and safety measures for downed power lines.



Natural gas safety – Module 3

...and specialized training.

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



Natural gas safety – Module 6

First Responder Utility Safety Training – complete curriculum



Natural gas safety training certification

- 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

- 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)



Keep yourself, your team and the public safe.
Register and complete your online training at
firstresponder.ngridsafety.com.



What are other first responders saying about the program?

“Natural gas and electrical safety is an essential part of our training curriculum. National Grid’s interactive training website is an outstanding resource for first responders. It not only provides the necessary information; it lays it all out in a concise self-study program that’s easy to complete.”



Mark W. DiFronzo
Fire Chief, Upton Fire-EMS Department
Upton, Massachusetts

“This job requires continual study and learning to stay on top of every possible situation. National Grid’s utility safety training provides the tools and the confidence to keep firefighters and others safe in natural gas and electrical emergencies.”



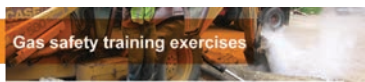
Robert Hughes
Chief Instructor, Nassau County Fire Service Academy
Old Bethpage, New York



Natural gas group training exercises

Learning utility incident response tactics as a group promotes teamwork. It also enhances safety by ensuring consistent response from everyone on the team.

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Gas safety training exercises

National Grid Group Training Exercise #1

This training reflects industry best practices but does not replace your organization's SOPs. This resource can be utilized to provide perspective to you without emergency responders and can be collaboratively incorporated into your operating procedures as they are updated.


Gas Leaks

Gas main leak with no ignition

A contractor installing a water main at 5 South Street struck and ruptured a gas line during the excavation. The contractor called 911 and alerted 103 but advised the bus. Current weather is clear with a 2 mph east-hour wind to the east. Your engine company and crew have been assigned to the incident. Your shift will be the first to arrive on the incident scene. As you initiate your response, your dispatch center reports receiving several 911 calls from nearby residents indicating a gas leak in the area.

The area involved is a residential neighborhood and several residents are reporting that the smell of gas is strongest near homes. Mr. Harris, who lives at 15 South Street, diald 911 and reports the strong odor of gas in his basement.

As a crew, please work together to address the following response-related questions. Upon arrival, you encounter the situation displayed in the photo.



Training Officer Guidance | Questions and Answers

Relevant sections of the National Grid Natural Gas Safety Training Certification Program are listed below the answers where appropriate. Answers without a corresponding reference reflect fire service best practices or are derived from National Grid internal response protocols.

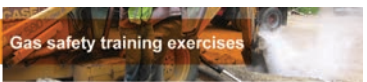
Initial response questions to consider

1. **What instructions should be given to the callers who make gas in the area?**
The dispatcher should advise callers who can smell gas to evacuate their residences and the affected area (per zone). They should be advised to report to the fire arriving officer for additional evacuation instructions.
2. **How do you confirm that National Grid or the local natural gas utility has been notified of the event?**
Upon arrival, the confirmation that National Grid or the local natural gas utility has been advised of the situation and is responding should be verified through the dispatch center after you have given your on-scene report.
3. **What actions should be taken to ensure the safety of the crew?**
The officer should assign personnel to locate the leak and investigate.

Please see Module 4, Chapter 1, Section 1.1 for more information on this topic.

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Gas safety training exercises

National Grid Group Training Exercise #4


This training reflects industry best practices but does not replace your organization's SOPs. This resource can be utilized to provide perspective to you without emergency responders and can be collaboratively incorporated into your operating procedures as they are updated.

Carbon Monoxide Poisoning

Residents overcome by carbon monoxide

An ambulance crew has been dispatched to 472 Bridge Road, Apartment #4, for a 40-year-old male feeling ill with flu-like symptoms. The incident occurred at the residence of the ambulance crew with the dispatch center and indicates that the carbon monoxide (CO) alarm in the residence did not ring but the home has gone into alarm and a police officer who responded with the ambulance crew. The area is residential and the incident is a possible gas leak. The ambulance crew should respond to this incident and provide support to the ambulance crew. You initiate a response with a single engine containing a three-person crew.

As a crew, please work together to address the following response-related questions. Upon arrival, you encounter the situation displayed in the photo.



Training Officer Guidance | Questions and Answers

Relevant sections of the National Grid Natural Gas Safety Training Certification Program are listed below the answers where appropriate. Answers without a corresponding reference reflect fire service best practices or are derived from National Grid internal response protocols.

Initial response questions to consider

1. **What should the ambulance crew do prior to your arrival?**
If you suspect CO poisoning, evacuate the building and make sure victims get fresh air and seek immediate medical attention. If the building uses natural gas, notify National Grid or the local natural gas utility as soon as possible through your dispatcher. The ambulance crew should quickly remove the patient and themselves from the structure and ensure treatment of both the patient and the patient's family. Transport of these two patients to the hospital should be delayed.
2. **What are the characteristics of carbon monoxide?**
CO is a colorless, odorless and poisonous gas that disoriented people in a person's bloodstream and therefore can cause asphyxia. CO is produced after combustion of any fuel—such as heating oil, gasoline, diesel fuel, propane, kerosene, natural gas, wood, charcoal or propane through your dispatcher. The ambulance crew should quickly remove the patient and themselves from the structure and ensure treatment of both the patient and the patient's family. Transport of these two patients to the hospital should be delayed.

Please see Module 3, Poisoning symptoms

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The group training exercises cover the four most common natural gas-related fire service calls, with real-world scenarios and Q&A learning practices. The training exercises are downloadable from the website at firstresponder.ngridssafety.com and can be printed and used by training officers for personal use, in training seminars and as a supplement to the e-learning certification program.

IMPORTANT TERMS AND CONDITIONS – PLEASE READ

DISCLAIMER: National Grid is an electricity and natural gas delivery company serving customers in New York and Massachusetts. 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.

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

Visit **firstresponder.ngridsafety.com** and connect with us on



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