

nationalgrid

Natural gas pipeline safety

Help protect your employees and your community.



#11390 DNY



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IMPORTANT NATURAL GAS SAFETY INFORMATION ENCLOSED.

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A gas pipeline leak can make an unusual noise, cause bubbling in water or send dirt blowing into the air.

Learn to recognize gas leaks

Be alert for ANY of these gas leak signs: a distinctive, sulfur-like odor; a hissing, whistling or roaring sound; dirt blowing into the air from a hole in the ground; continuous bubbling in water; a damaged

connection to a gas appliance; or exposed pipeline after a fire, flood or other disaster.

Notify 811 and dig with care



Know what's below.
811 before you dig.

Planning a digging project? State law requires that all excavators contact New York 811 **at least two full working days** prior to digging on public or private property, excluding the day of notification, weekends and legal holidays. Call 811, or use the ticket-entry system at newyork-811.com. At no cost to you, New York 811 will notify underground facility owners in the immediate area so the location of

pipelines and other facilities can be marked prior to excavation. After utilities have been marked, physically locate them by hand digging.

If you contact a natural gas pipeline and/or suspect a gas leak, assume there's a danger and take these steps:

- ◆ Warn others, leave the area quickly and stay away until utility personnel say it is safe to return.
- ◆ Do not use matches, lighters or anything electrical (even a phone), as a spark from these items could ignite the gas and cause an explosion.
- ◆ Leave the excavation open and do not attempt to stop the flow of gas.
- ◆ From a safe location, call 911 and National Grid. Also call **811** or **1-800-272-4480**.

Cut here to save this chart for reference.

811 wait times

Use this chart to schedule your dig in New York State

Notify 811, then wait two full working days before you dig (excluding the day of notification, weekends and legal holidays). Do not dig until all utility lines have been marked or you have been informed that the area is clear to dig.

Mon	Tues	Wed	Thur	Fri	Sat	Sun	Mon	Tues	Wed	Thur	Fri
Notify 811	Wait...		Start digging								
	Notify 811	Wait...	Start digging								
		Notify 811	Wait...	Start digging							
			Notify 811	Wait...	Saturday/Sunday		Wait...	Start digging			
				Notify 811	Saturday/Sunday		Wait...	Start digging			
					Notify 811	Sunday	Official notification*	Wait...	Start digging		
						Notify 811	Official notification*	Wait...	Start digging		
						Notify 811	Holiday	Official notification*	Wait...	Start digging	
									Wait...	Start digging	

*Official notification: If you notify 811 on the weekend, after hours or on a legal holiday, the call center cannot contact the utility locator until the next business day, which becomes your "official" notification day and does not count toward your waiting period. You must then wait two full working days after the official notification day before you can dig.

Smell Gas. Act Fast.

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

In case of gas emergencies:

Massachusetts

1-800-233-5325 and 911

Rhode Island

1-800-640-1595 and 911

New York

Long Island and the Rockaways:

1-800-490-0045 and 911

Metro NY: 911 and 1-718-643-4050

Upstate NY: 1-800-892-2345 and 911

In case of electric emergencies:

New England

1-800-465-1212 and 911

Upstate New York

1-800-867-5222 and 911