

nationalgrid

Natural gas pipeline safety

Help protect your employees and your community.



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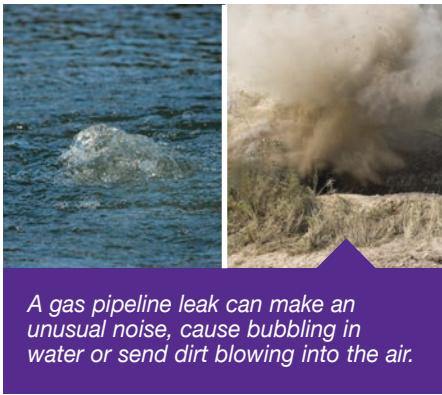
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IMPORTANT NATURAL GAS SAFETY INFORMATION ENCLOSED.

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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 Dig Safe® at least 72 hours prior to digging on public or private property, excluding weekends and legal holidays. Call 811, or use the Quick-Ticket system at digsafe.com. At no cost to you, Dig Safe 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 National Grid and 911.

Cut here to save this chart for reference.

811 wait times

Use this chart to schedule your dig in Massachusetts and Rhode Island

Notify 811 at least 72 hours before you dig, excluding 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 (10 am)*	Wait...	Start digging (after 10 am)									
	Notify 811 (10 am)*	Wait...	Start digging (after 10 am)								
		Notify 811 (10 am)*	Wait...		Saturday/Sunday		Start digging (after 10 am)				
			Notify 811 (10 am)*	Wait...	Saturday/Sunday		Wait...	Start digging (after 10 am)			
				Notify 811 (10 am)*	Saturday/Sunday		Wait...		Start digging (after 6 am)		
					Notify 811 (any hour)*	Sunday	Official notification (6 am)**	Wait...		Start digging (after 6 am)	
					Saturday	Notify 811 (any hour)*	Official notification (6 am)**	Wait...		Start digging (after 6 am)	
					Notify 811 (any hour)*	Sunday	Holiday	Official notification (6 am)**	Wait...		Start digging (after 6 am)

*Notify 811 (10 am): Your waiting period begins at the date and time on your ticket and ends 72 hours later, excluding weekends and legal holidays. So if you call at 10 am (as shown) on Friday you cannot dig until after 10 am the following Wednesday. Of course, 10 am is only an example; you may notify 811 at any time.

**Official notification (6 am): 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. Your 72-hour waiting period begins at 6 am on that day.

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