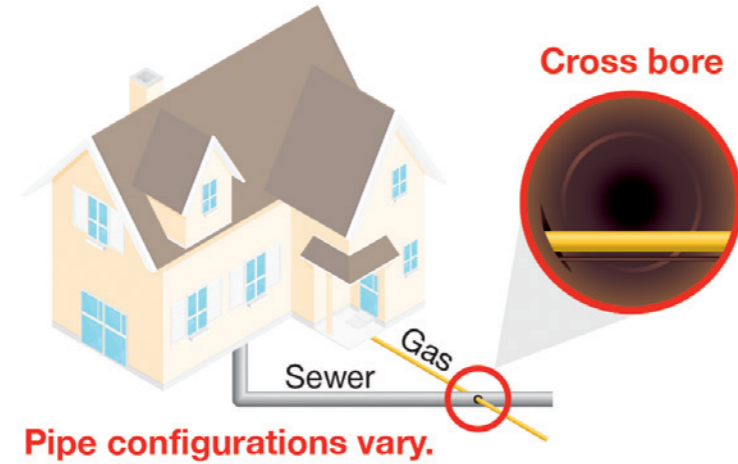


Cross bores are rare, but they present a serious risk if ignored.

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 bored or pierced directly through a sewer pipe in what is known as a “cross bore.”

A cross bore in a sewer pipe will impede the flow of sewage and, eventually, lead to a blockage. Attempting to remove the blockage with mechanical equipment risks damaging a live utility line.

If a cross-bored natural gas line is damaged, leaking natural gas could flow immediately into the house, causing a fire and explosion risk. Leaking gas may also migrate to nearby homes and buildings through the sewer main. Neighbors may be at risk as well.



This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Questa é un' informazione importante, si prega di tradurla.
ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите, чтобы
вам его перевели.

nationalgrid

HERE WITH YOU. HERE FOR YOU.

Educational Materials Distribution
104 Bridge Road
Salisbury, MA 01952

This SAFETY ALERT is to inform you of a potential sewer pipe/utility line concern.

Visit nationalgridus.com and connect with us on



#10928

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HERE WITH YOU. HERE FOR YOU.



Utility lines may intersect sewer pipes

Your sewer blockage may be caused by a utility line

Smell Gas. Act Fast.

What is National Grid doing to improve sewer line safety?

Prevention (Identification)

◆ National Grid is identifying all services that could be impacted due to trenchless installation of gas pipe.

- We continuously improve our efforts at raising awareness of this potential safety issue with the public.
- In addition, we continuously review and identify ways to improve new construction procedures to avoid risk of sewer damage.

Inspection

◆ Sewer service will be camera-inspected through the sewer main to verify if there is any damage caused due to trenchless installation of gas pipe.

Repairs

◆ If there is any damage to sewer service due to National Grid's installation of gas pipe, the company will repair it.

After the inspection has been completed, homeowners will be notified.

What if my plumber detects a gas or electric utility in the sewer pipe?

Please call National Grid at **1-877-370-5047**. If our utility line has caused the blockage, National Grid will safely remove the line and repair the sewer pipe at no charge.

What if my plumber hits a gas line or suspects a gas leak?

Assume there's a danger and take these steps:

1. Warn others and quickly evacuate the building.
2. Extinguish cigarettes, and do not use matches, light switches or anything electrical—even a phone. These items may produce a spark that could ignite the gas and cause an explosion.
3. Move to a safe location and stay away until utility personnel says it is safe to return.
4. Call **911** or National Grid from a safe location.
5. Do not attempt to stop the flow of gas. Leave the pipe alone.

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

Massachusetts **1-800-233-5325** or **911**

New York

Long Island and the Rockaways **1-800-490-0045** or **911**

Metro NY **911** or **1-718-643-4050**

Upstate NY **1-800-892-2345** or **911**

Rhode Island **1-800-640-1595** or **911**

Smell Gas. Act Fast.



Tear off this card and give it to your plumber.

Plumbers: Take these cross bore precautions before, during and after clearing any sewer pipe blockage.

◆ **Before Clearing.** Look for trees or landscaping that could be causing the obstruction. If there are none, a cross bore could be involved, so take these precautions:

- 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, run a hydro-jetter through the sewer pipe to clear it. **Do not use a cutting tool.**

◆ **During Clearing.** If you cannot verify the nature of the obstruction, use the least invasive equipment possible, such as a hydro-jetter. If 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 utility lines are typically yellow plastic, and 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 a combustible gas indicator or other gas detection equipment, if available.