

Dear Emergency Official,

June 2018

Like you, National Grid is committed to the safety of the communities we serve. Please take a moment to read this brochure on our natural gas pipeline safety programs and how you can prevent and respond to gas and electric utility emergencies. We've partnered with emergency officials in your community to ensure this information meets your needs.

National Grid wants all emergency responders to be prepared for any incident involving our gas and electric lines. We urge you and your team to take our online safety training course at [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com). This course covers incident management for natural gas leaks and fires, CO poisoning prevention and response, LNG safety, electric facility fires, downed power lines, PV solar system safety and many other topics.

National Grid is the largest distributor of natural gas in the Northeast, operating more than 35,000 miles of pipelines in New York, Massachusetts and Rhode Island. Here in Massachusetts, we own and operate almost 11,000 miles of underground natural gas pipelines, which supply approximately 870,000 customers. **Additional information about our transmission pipelines is available from your Community and Customer Management Director, Joseph Carroll, at 1-508-897-5709 (Barnstable, Bristol, Norfolk, Plymouth and Suffolk counties), Aleta Fazzone at 1-508-860-6386 (Franklin, Hampshire and Worcester counties) or David Gendall at 1-978-725-1353 (Middlesex and Essex counties).**

We manage the integrity of our pipelines through a program developed in accordance with U.S. DOT and state regulatory agency rules. The primary goal of this program is to continuously improve safety by identifying, assessing and managing risks to natural gas pipelines, including those in high-consequence areas. We have developed supplemental hazard and assessment programs for these areas. **For more information regarding our Integrity Management Program, please visit [nationalgridus.com](http://nationalgridus.com).**

We thank you in advance for your help in educating your team and creating a more informed and engaged public regarding natural gas and electric safety.

Sincerely,

Lee D. Westerlind  
Manager

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**

104 Bridge Road  
Salisbury, MA 01952

**IMPORTANT NATURAL GAS SAFETY INFORMATION ENCLOSED**

Visit [nationalgridus.com](http://nationalgridus.com) and connect with us on



#11098 MA EO

Massachusetts

**nationalgrid**

# Natural Gas Pipeline Safety

Learn to prevent and respond to gas emergencies.



For gas emergency service 24 hours a day, 7 days a week, call:

1-800-233-5325 or 911

Dig Safe® | [digsafe.com](http://digsafe.com)  
811 or 1-888-DIG-SAFE (344-7233)

We have partnered with emergency responders to develop this brochure. Please share it with your team.



**Smell Gas. Act Fast.**

## Our Commitment to Safety

To ensure public safety and service reliability, National Grid crews continually test, inspect, repair and improve our pipelines and monitor for potential gas leaks. We work very closely with industry and government agencies on a variety of pipeline safety measures:

- Coordination with local One Call Centers – Dig Safe®
- Visual pipeline and gas meter inspection programs
- Design and construction techniques
- Workforce training
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Public education programs



We also conduct training and drills with emergency responders to prevent and prepare for natural gas emergencies. These exercises test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated and made available to state authorities.

Visit National Grid's Utility Safety Training Website at [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com).

## National Grid's pipelines quietly, reliably and efficiently deliver natural gas every day to our residential, commercial and industrial customers.



Like all forms of energy, natural gas must be handled properly. The gas industry has an excellent safety record; nevertheless, gas leaks caused by damage to pipelines pose a hazard and have the potential to ignite or explode.

Many pipelines are underground in public areas. Line markers are sometimes used to indicate their approximate location but not depth. The markers display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency. These markers are usually freestanding; in urban areas, they may also be found on utility poles.

You can also locate gas transmission pipelines in your area by registering with the **National Pipeline Mapping System (NPMS) at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov)**.



## Signs of a Gas Leak

A gas leak is often recognized by smell, sight or sound:



**SMELL** – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so you'll recognize it quickly. Not all transmission lines are odorized.



**LOOK** – You may see a white cloud, mist or fog; bubbles in standing water; dirt blowing from a hole in the ground; a damaged connection to a gas appliance; or exposed pipeline after a fire, flood or other disaster.



**LISTEN** – You may hear an unusual noise, like roaring, hissing or whistling, as gas escapes from a pipe.

## Prevent Gas Leak Ignition

- **DO NOT** ring doorbells, use garage openers or turn on or off any lights, electrical devices or appliances. These items may produce a spark that could ignite the gas and cause an explosion.
- **DO NOT** step on doormats. Friction from boots could create a spark of static electricity.
- **DO NOT** use spark-producing equipment. Use intrinsically safe radios and flashlights in the vicinity of a leak.
- **Create an isolation zone** and shut off all vehicles in the immediate hazard area.
- **Alert the local electric utility** if the situation warrants a discontinuation of electric service to a building.

## Natural Gas Properties

- Natural gas is lighter than air and will move laterally or migrate upward when underground or in enclosed spaces. It can accumulate in storm drains, construction trenches, buildings, basements and other utility lines.
- Natural gas has a flammable/explosive range between about 5% and 15% gas to air. At concentrations below 5% or above 15%, natural gas will not burn.

## Excavation Safety

- **The greatest risk to underground natural gas pipelines is accidental damage during excavation.** Even minor damage, such as a gouge, scrape, dent or crease to a pipeline or its coating, may cause a catastrophic gas leak or explosion.



Know what's below.  
811 before you dig.

- **The 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](http://digsafe.com). At no cost to excavators, 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.

## Respond Safely to Gas Leaks and Fires

- **Contact National Grid through your dispatcher as soon as practicable.**
- **Park emergency vehicles away and upwind from the area.** Do not park over manholes or storm drains. Reroute or restrict traffic as necessary.
- **Evacuate the area and nearby structures** to a distance of 330 feet in all directions, if possible. For larger leaks, consider downwind evacuation for at least one half mile.
- **You may shut off gas at an aboveground meter valve or an appliance supply line** – NEVER at an underground valve or relief vent.
- **If you shut off gas, leave it off.** Only National Grid personnel can turn the gas back on.
- **Inform National Grid of any gas valve you have closed and its precise location.** This information is critical for system safety and service restoration.
- **If gas has ignited, let it burn!** Extinguishing the fire may allow unburned gas to collect and cause an explosion.
- **DO NOT use water to suppress a natural gas fire,** as it is ineffective. However, a fog spray can be used to cool combustible exposures.
- **Remain alert** for gas migration and possible re-ignition.