

Dear Public Official,

May 2018

Like you, National Grid is committed to the safety of the communities we serve. Please take a moment to read the enclosed brochure on our natural gas pipeline safety programs and how you can help inform the public about pipeline damage prevention and gas incident response. We've partnered with public officials in your community to ensure this information meets your needs.

As a public official, we need your help educating your staff and excavation contractors on gas pipeline safety, and we encourage you to share this brochure with others in your organization. We urge you and your team to review safe digging tips and order additional gas safety materials at [ngridssafety.com/contractors](http://ngridssafety.com/contractors). National Grid also wants emergency responders to be prepared for any incident involving our gas and electric lines. We have developed an online safety training course, [firstresponder.ngridssafety.com](http://firstresponder.ngridssafety.com), which covers incident management for natural gas leaks and fires, CO poisoning, 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 Downstate New York, we own and operate almost 12,230 miles of underground natural gas pipelines, which supply approximately 1,851,200 customers. **Additional information about our transmission pipelines is available from your Community and Customer Management Director, Keith Rooney, at 1-631-861-2816.**

Our Integrity Management Program helps us continuously improve safety by identifying, assessing and managing risks to our natural gas pipelines. This program includes hazard assessment and prevention activities to lower the operating risks of National Grid transmission pipelines within high-consequence areas in your community. **For an overview of this 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 BÀN 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



#11099 NYC/LI PO

New York City / Long Island

# Natural Gas Pipeline Safety

Help us protect the communities you serve.

**nationalgrid**



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

In Brooklyn, Queens and Staten Island 911 and 1-718-643-4050  
In Nassau, Suffolk and the Rockaways 1-800-490-0045 and 911  
New York 811 811 or 1-800-272-4480  
newyork-811.com

Please share this brochure  
with your coworkers and  
excavation contractors.

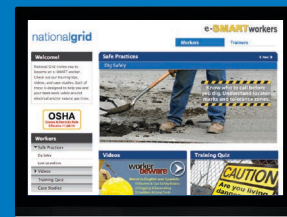


**Smell Gas. Act Fast.**

## 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 – New York 811
- 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. If you would like to view emergency response plans for your community, contact your National Grid regional community and customer management director.

Visit National Grid's worker safety website for free training materials: [ngridssafety.com/contractors](http://ngridssafety.com/contractors).

## 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).



## Learn to Detect Gas Leaks

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.

## What to Do if You Suspect a Gas Leak

**MOVE** to a safe environment.

**CALL 911** and **1-718-643-4050** for our customers in Brooklyn, Queens and Staten Island. And call **1-800-490-0045** and **911** for our customers in Nassau, Suffolk and the Rockaways.

**DO NOT** smoke or operate electrical switches or appliances. These items may produce a spark that might ignite the gas and cause an explosion.

**DO NOT** assume someone else will report the condition. Provide the exact location, including cross streets. Let us know if sewer construction or digging activities are going on in the area.

## Help Prevent Damage to Gas Pipelines

- **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.

*(continued on next panel)*



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 and weekends and legal holidays.** Call 811, or use the ticket-entry system at [newyork-811.com](http://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 cannot locate all marked utilities, STOP digging and notify the utility owner immediately.
- **Respect the "tolerance zone," a safety zone that spans the width of a marked utility line plus 24 inches on either side of the line's outermost marked edge.** The use of mechanized equipment within this zone is strictly prohibited until you have physically located the utility line by hand digging, vacuum excavation or other soft digging techniques.

## We Need Your Help!

Please help us communicate these important natural gas safety messages to the public:

- **No job is too small for an 811 call.** Property owners must call 811 for any digging job – even planting a shrub.
- **National Grid has the right to restrict certain activities within the area along each side of our gas transmission pipeline, known as a right-of-way.** Our right-of-way locations are usually marked on maps filed with local municipalities.
- **We require free and clear access to our gas transmission pipelines at all times for inspections, maintenance and leak detection activities.** We prohibit construction or other activities in our pipeline rights-of-way that could block access for our personnel or for safety crews in the event of a pipeline emergency.
- **If you see construction occurring near a gas pipeline marker with no utility personnel present** or you notice any type of suspicious activity near a pipeline marker, please call the number listed on the marker to report it.
- **If a gas meter is located inside a home or business, National Grid will need access to the meter and gas service entry to perform mandated inspections.** We are required by federal and state regulation to inspect and maintain our delivery, pressure control and gas metering equipment.