

Keep this gas emergency number handy:

**1-800-892-2345** and call **911**.

**KNOW IT, SHARE IT.**

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

**You live or work near a high-pressure natural gas pipeline.  
Important gas safety information enclosed.**

#11100 UNY 9/18



**nationalgrid**

HERE WITH YOU. HERE FOR YOU.

## We are committed to your safety



**Please share this brochure with your family.**

National Grid's natural gas pipelines transport natural gas safely and efficiently to our customers throughout New York, Massachusetts and Rhode Island.

We have a longstanding history as a safety partner in your community. 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 also conduct training and drills with local emergency responders to prevent and prepare for natural gas emergencies.

Despite our efforts, the possibility does exist for a gas leak that could lead to a fire or explosion. Although these events are extremely rare, it is important for you to know how to recognize, react and respond to pipeline emergencies, where natural gas pipelines are located in your area and how to protect these pipelines from damage.



## Protecting our communities with your help

You live or work near a National Grid natural gas transmission pipeline. We're doing our part to ensure pipeline safety – help us prevent incidents by following the safety tips inside.

### Pipeline Integrity Management

Our Pipeline 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 [ngrid.com/safety](http://ngrid.com/safety).



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.



# Gas leak safety: Recognize, Respond and React

## 1. Recognize gas leak warning signs



**SMELL** – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that 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.



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



Natural gas requires air and an ignition source in order to burn. A spark from a light switch, phone or electrical appliance can ignite leaking gas.



Once evacuated and in a safe location, call to report suspected gas leaks or possible pipeline damage – no damage is too small to report.

## 2. Respond immediately if you suspect a leak



- ◆ Assume there's a danger. Warn others and leave the area quickly.
- ◆ If you smell something, say something.
- ◆ Do **NOT** use the telephone or any electrical appliances including light switches, garage door openers, doorbells, radios, TVs or cell phones. **Beware:** A spark from any of these sources could ignite the gas, causing a fire or explosion.

## 3. React by reporting the leak to emergency officials

- ◆ Do **NOT** assume someone else will report the leak.
- ◆ From a safe location, call National Grid's gas emergency number at **1-800-892-2345** and dial **911**. Provide the exact location, including cross streets, and let us know if sewer construction or digging activities are going on in the area.
- ◆ Do **NOT** go back inside your home or building until National Grid personnel say it is safe to return.

**Smell Gas. Act Fast.**

### Learn more

Please visit our Energy Safety website for additional safety information:

- ◆ Upstate New York | [ngrid.com/safety](http://ngrid.com/safety)

You may also obtain additional information through the following organizations:

- ◆ Pipeline and Hazardous Materials Safety Administration | [primis.phmsa.dot.gov/comm/GeneralPublic.htm](http://primis.phmsa.dot.gov/comm/GeneralPublic.htm)
- ◆ Pipeline and Informed Planning Alliance | [primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm](http://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm)

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# Avoid damaging buried gas pipelines

## Locate major pipelines near you

Look for markers at road crossings, fence lines and street intersections.

Pipeline markers show the general route of National Grid's buried high-pressure transmission pipelines. Our pipeline markers are usually yellow and include our 24-hour emergency phone number. If you suspect a natural gas leak or any suspicious activity near a pipeline marker, call the emergency phone number listed on the pipeline marker immediately.

You can also find high-pressure transmission pipelines and the name(s) of the pipeline operator(s) near you through the National Pipeline Mapping System (NPMS) at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

Pipeline markers do not indicate the exact depth or location of transmission lines and are not present in all areas. Neither aboveground markers nor NPMS maps show the location of distribution main lines or service lines that carry natural gas to homes and businesses. Never use pipeline markers or maps as a substitute for calling 811 to have all utility lines in your dig area located and marked.



Natural gas pipeline markers are generally yellow and black. They're placed near pipelines but not necessarily directly on top of them.

## Dig safely to protect your community

Even a tiny gouge, scrape or dent to a gas pipeline or its coating may cause a leak that could pose a hazard. You can help protect gas pipelines in your area by following safe digging practices and insisting that any contractors who work for you do the same.



Know what's below.  
**811 before you dig.**

### Call 811 before you dig – It's the law!

Whether your digging project is large or small, call 811 before you begin. This free service will notify underground facility owners in the immediate area so the location of buried gas pipelines and other utility lines can be marked prior to excavation. Buried gas lines are marked with yellow flags or paint.

State law requires you to call Dig Safely New York **at least two full working days before** any excavation starts, excluding the day of the call and weekends and legal holidays.

- ◆ Call Dig Safely New York at **811** or **1-800-962-7962**, or use the online request system at [digsafelynewyork.com](http://digsafelynewyork.com).

### Respect the marks and dig with care

Make sure to wait for the site to be marked before you start digging, respect the marks and dig with care. When digging within two feet of either side of the marks, make sure you or your contractor use only small hand tools – no mechanical excavation equipment. **Remember: Call National Grid and 911 if you make ANY contact with a natural gas line, even if you just nick the pipeline or damage its coating.**

## Help keep National Grid's rights-of-way safe and clear

We require free and clear access to our pipelines at all times for inspections and periodic maintenance. Any construction activity or obstructions of the right-of-way are prohibited. Keeping our rights-of-way cleared of vegetation also provides visibility for aerial pipeline patrols and leak detection.



To learn more about gas safety visit our energy education website: [ngridenergyworld.com](http://ngridenergyworld.com).