



Protect yourself, your team and the public.

FREE safety training materials for first responders.

nationalgrid

Dear First Responder/Training Manager:

National Grid cares about your safety and the safety of those you serve. Being aware of the hazards and risks present in emergencies where utility lines are involved is critical for first responders. National Grid is offering first responders FREE safety training materials.

First responders face the greatest risk: As you know, firefighters, police and EMTs are typically the first on the scene in an emergency. As a result, they face the greatest risk from utility hazards.

Be informed, be safe, be effective: Utility lines can pose a hazard for emergency personnel even when they are not a contributing factor in an incident. Understanding the potential dangers and dealing with them correctly is critical to keeping everyone safe.

Specific training is key: Experts note that risks can be reduced by following fundamental safety guidelines. Furthermore, regular training with solid information can help first responders to make the right decisions when confronted with crisis.

Please share the important messages in this poster with your department personnel, and encourage them to follow utility line safety guidelines. Be sure to utilize the wide range of free print and online training resources we make available at firstresponder.ngridsafety.com.



National Grid conducts regular pipeline inspections, monitoring and maintenance activities to ensure natural gas reaches our customers safely. High-visibility markers with our 24-hour emergency phone number indicate the general location of our natural gas transmission pipelines. 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.

This is an important notice. Please have it translated.

Este es un aviso importante. Queremos mandarlo traducido. Questa è un'informazione importante, si prega di tradurla. Ceci est un avertissement important. Veuillez traduire immédiatement. Đây là một bản thông cáo quan trọng. Thông điệp này rất quan trọng, xin vui lòng cho dịch thuật ngay. Xin vui lòng cho dịch thuật ngay.



First Responder Utility Safety

Protect yourself, your crew and the public. Urge your team to follow the enclosed safety tips when responding to emergencies.

Visit National Grid's Utility Safety Training Website: firstresponder.ngridsafety.com



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Visit nationalgridus.com and connect with us on



Important electrical and natural gas safety information for you and your team

Safety Materials Distribution
104 Bridge Road
Salisbury, MA 01952

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Visit firstresponder.ngridsafety.com to request your free safety kit and earn Certificates of Completion in utility safety online!

Website includes:

Advanced safety training in:

- overhead line safety
- car/pole accidents
- downed power lines
- substation fires
- solar power safety
- natural gas incident response
- LNG safety and more!



Additional online training tools:

- **Safety trainer's guide:** Step-by-step instructions for an easy, effective safety training session.
- **Slide show with presenter's notes:** A 15-minute presentation of critical safety tips, along with talking points to support the slide show.

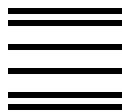


Notify 811 well in advance of digging or moving earth in any way.

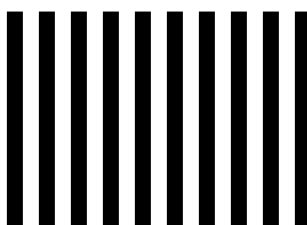
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Salisbury, MA 01952-9912



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UNITED STATES



First responder utility safety

Electrical and natural gas awareness

If National Grid does not distribute electricity and/or natural gas in your department's response area, please coordinate your incident response with the appropriate local utility.



At least 10 feet

Higher voltages require greater clearances.

Always assume lines are energized.

Keep all personnel and equipment **at least 10 feet** away from overhead lines. Consider placement of fully extended aerial equipment.

Use a spotter. An equipment operator working alone cannot safely judge the distance from the equipment to overhead power lines.

If your aerial equipment contacts a power line, it should be considered energized:

- **Stay put**, warn others to stay away and have someone call National Grid immediately.
- **If you MUST get off the equipment due to fire or other danger, jump clear.** Land far enough away from the equipment that you don't touch the equipment and the ground at the same time. Land with your feet together and shuffle away with small steps, keeping your feet together and on the ground.

To report emergencies, call 911 and National Grid immediately.

In case of electric emergencies:

New England: **911** and **1-800-465-1212**

Upstate New York: **911** and **1-800-867-5222**



Let substations and transformers burn unless the utility instructs you otherwise.

Let it burn!

If a substation or transformer is burning, immediately contact National Grid and wait for their personnel to arrive.

- **Let the fire burn** unless or until utility personnel instruct you to extinguish it.
- **Isolate the area** at least 300 feet in all directions. Keep unauthorized persons away.
- **Be alert to the risk of transformer explosions, smoke hazards and oil releases.** Stay upwind and consider initial downwind evacuation for at least 1,000 feet.
- **Protect area exposures** to prevent fire from spreading.
- **Monitor for oil runoff**; direct it away from catch basins or surface waters.

In case of gas emergencies:

Massachusetts: **911** and **1-800-233-5325**

Rhode Island: **911** and **1-800-640-1595**

Long Island and the Rockaways New York: **911** and **1-800-490-0045**

Metro New York: **911** and **1-718-643-4050**

Upstate New York: **911** and **1-800-892-2345**



Maintain a safe clearance from downed power lines.

Anything contacting a downed line may be energized.

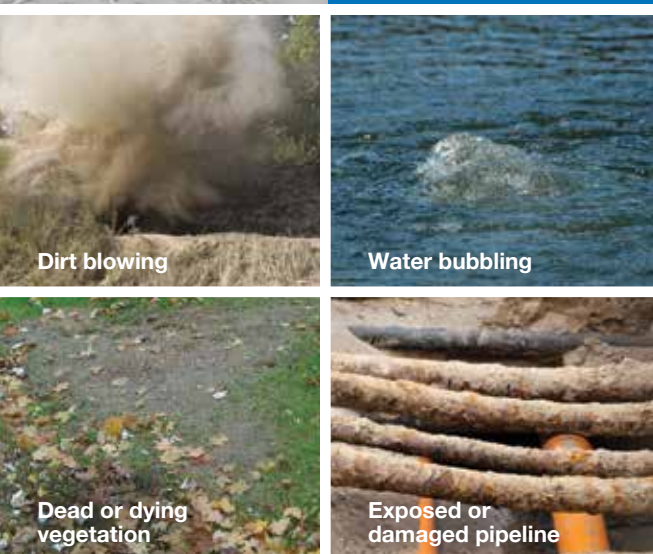
Contact National Grid immediately. Never touch fallen lines. Secure the area.

Keep yourself and the public at least 30 feet away from downed distribution lines and objects that may be energized. Stay at least 100 feet away from downed transmission lines.

Do not attempt to enter or contact vehicles that may be energized:

- **Instruct vehicle occupants to drive away from the line if they can do so safely.** If the vehicle cannot be safely moved, instruct them to stay put until utility crews give the all clear.
- **If occupants are in imminent danger from fire or other hazards**, stay away. Instruct them to jump clear without touching the vehicle and the ground at the same time, and shuffle away. If occupants are unable to safely exit the vehicle, your incident commander will tell you how to proceed.

Electrical safety distances given are minimums. Always use the maximum possible distance.



Dirt blowing

Water bubbling

Dead or dying vegetation

Exposed or damaged pipeline

Be alert for ANY of these gas leak indicators: a distinctive, sulfur-like odor; continuous bubbling in water; a hissing, whistling or roaring sound; dirt blowing into the air from a hole in the ground; dead or dying vegetation (in an otherwise moist area) over or near a pipeline; an exposed pipeline after a fire or flood; or a damaged connection to a gas appliance.

Know the procedures for gas leaks and fires.

If you suspect a gas leak, instruct your dispatcher to contact National Grid, and follow these procedures:

- **Park emergency vehicles away and upwind from the area**, and do NOT park over manholes.
- **Evacuate the area immediately.** Be alert to risks from migrating natural gas and evacuate accordingly.
- **Turn off gas at aboveground meters or appliance supply lines only – NEVER at underground valves or relief vents.**
- **Eliminate potential ignition sources**, such as flame-producing devices and anything that could spark. Use intrinsically safe radios and flashlights.

If leaking natural gas ignites, let it burn. Do NOT use water to suppress a gas fire. Water may be used in a fog stream to protect exposures.

Smell Gas. Act Fast.

To learn more about first responder safety and request free training materials, visit firstresponder.ngridsafety.com.

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First responder safety kit includes:

20 booklets:

First Responder Beware® booklets with bold photos and clear text to help teach firefighters, EMTs, police and other emergency professionals about safety near electrical and natural gas utility lines. Covers downed power lines, substation fires, vehicle rescues, gas leaks and fires, and what to do if your equipment contacts a utility line.

DVD

DVD includes four videos:

- **First Responders and Electrical Hazards**
- **Aegis Electricity: Recognizing and Avoiding the Hazards**
- **Aegis Natural Gas: Recognizing and Avoiding the Hazards**
- **When Vehicles Contact Power Lines: Stay Inside, Stay Safe**
 - Slide shows
 - Trainer's guide

FREE First responder safety training materials from National Grid

To order, simply fill out this card and mail, fax to 978-463-1715 or order online at firstresponder.ngridsafety.com

1. Where should we mail your FREE safety materials?

Name: _____

Title: _____

Organization: _____

Address: _____ Is this a home address? _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

2. Number of employees in your organization:

a. 0-5 b. 6-10 c. 11-20 d. 21-50 e. 51+

3. Nature of organization (e.g., police, fire, EMT):

4. How will you use these safety materials? (Circle all that apply.)

a. Safety meeting/training b. New recruit

c. Other (explain): _____

5. What do you feel are the most important safety topics that need to be covered in the training materials?

6. How likely is your organization to use the following safety materials? (Rate by number: 1 Would use; 2 Might use; 3 Wouldn't use.)

___ Booklet ___ Video ___ Slide show

___ Trainer's guide ___ Website

Thank you for your order. Materials will arrive in two to four weeks.

Please hang this SAFETY POSTER prominently

