



## Tips of the trade

Welcome to National Grid's Tips of the Trade for first responders. These tips are intended to help you respond safely and effectively to incidents involving natural gas and electricity. Please review them with your team.

### Valves on underground natural gas pipelines



As a first responder in the National Grid operating area, you've surely been told more than once that you should never close a shut-off valve or relief vent on an underground natural gas pipeline, but do you know why?



#### Closing valves on underground gas pipelines is dangerous

Throughout the natural gas delivery system, a series of stations works to move natural gas from processing plants to customers. Compressor stations every 50 to 60 miles along large transmission pipelines pressurize the gas to keep it moving. Once the gas arrives at a local distribution utility like National Grid, metering and regulating stations reduce the pressure to levels suitable for homes and businesses.

Shut-off valves and relief vents are critical components of compressor and regulating stations and are strategically located along transmission pipelines and distribution mains as well. **Never attempt to open or close valves or relief vents on underground gas pipelines, because doing so could cause dangerous pressure changes in the system.** These valves should only be operated by trained National Grid personnel.

#### Closing valves on service meters and appliances

In the event of a gas leak or fire, you may close the shut-off valves on the supply pipelines before service meters and appliances, provided you have been trained to do so and it is safe to do so. But remember:

- Notify National Grid of the location of any gas valve that has been closed.
- Once a gas valve is closed, only National Grid may reopen it.
- Consult with National Grid throughout the leak or fire response. Our representatives can be a valuable technical resource for your incident commander.

#### Curb valves procedures

Curb valves are a safety feature on service lateral gas lines. They are located at or near the property line and are accessible through a curb or gate box, which allows National Grid to shut off gas to a building. In some parts of National Grid's service area, fire departments have been given specific tools and training to close curb valves. Only those that are trained and equipped should close curb valves.

**For more first responder safety information, visit [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com).**

To report emergencies, call **911** and **National Grid** immediately. Always call **911** if you suspect a gas leak!



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

In case of gas emergencies:

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

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

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

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

In case of electric emergencies:

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

Massachusetts:  
**911 and 1-800-465-1212**

**IMPORTANT TERMS AND CONDITIONS – PLEASE READ PRIOR TO USE.**