



Tips of the trade

Pipeline Safety

Welcome to National Grid's Tips of the Trade. National Grid is committed to your safety, and these tips are intended to help you work safely near our natural gas pipelines. Please review these tips with your coworkers at your tailgate or toolbox meetings before work begins.

Responding to natural gas pipeline leaks

The greatest risk to natural gas pipelines is accidental damage during excavation. Protect yourself, your crew and the public by learning what to do if you contact a natural gas pipeline or suspect a gas leak on your job site.



If you contact a gas pipeline or you suspect a leak

1. Warn others and leave the area immediately.
2. Do NOT use matches, lighters, cigarettes (including e-cigarettes or vape pens), start an engine or operate any electrical device – even a phone. Any tiny spark could ignite leaking gas, causing a fire or explosion.
3. Do NOT attempt to stop the flow of gas or fix the pipeline. Leave the excavation open.
4. When you have reached a safe distance away, report the incident:
 - Call 911 immediately if you suspect a gas leak. Federal code requires this.
 - Call National Grid if you suspect a gas leak or contact a pipeline, even if damage is not apparent. In the New York Metro area, also call 811.
5. Stay far away from the area until safety officials say it is safe to return.
6. Report the incident to your supervisor.

There's no such thing as minor damage

Even a slight gouge, scrape or dent to a pipeline or its coating or damage to the wire attached to or running alongside the pipe may lead to a break or leak in the future. Report ALL gas line contacts to National Grid so crews can inspect the line and make the necessary repairs.

Please help us improve our safety tips to meet your training needs. Take our two-minute survey.

Take survey

For more contractor safety information, visit ngridssafety.com.

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

Smell Gas. Act Fast.



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