

## In your response area: Residential Methane Detector Program

National Grid's Residential Methane Detector (RMD) Program is now under way in the company's Downstate New York service territory. This initiative involves distributing RMDs and natural gas safety brochures to residential customers and educating local emergency responders about the devices.

RMDs provide early warning of leaking natural gas inside a home. They constantly measure the concentration of methane in the air and sound an alarm before dangerous, flammable levels are reached. Some RMDs can also serve as carbon monoxide detectors.



### Download our RMD Fact Sheet to learn more about:

- Significant alarm patterns of the RMD used in the program
- How dispatchers should respond to RMD alarm activation
- Steps for emergency responders arriving at the scene of an activated RMD alarm
- What to do if a natural gas leak is confirmed

Share this [RMD Fact Sheet](#) with your team.

For comprehensive natural gas leak response guidance, please visit our [First Responder Utility Safety Training website](#).

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.**