



nationalgrid

## Protect yourself, your team and the public.

FREE safety training materials for first responders

### 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. That's why National Grid is offering first responders FREE safety training materials.

**First responders face the greatest risk.** Firefighters, police and EMTs are typically the first on the scene in an emergency and so face the greatest risk from utility hazards.

**Be informed, be safe, be effective.** Utility lines can pose a hazard for emergency personnel even when these lines are not a contributing factor in an incident. Understanding the potential dangers and dealing with them correctly are 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 use the wide range of free print and online training resources we make available at [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com).



National Grid conducts regular pipeline inspections, monitoring and maintenance 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 <https://www.npms.phmsa.dot.gov>.

This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir. Questa è un'informazione importante, si prega di tradurla. Este es un aviso importante. Sírvase mandarlo traducir. Avis important. Veuillez traduire immédiatement. DÂY LÀ MỘT BÀI THÔNG CÁO QUAN TRONG ANS. XIN YUỠ LONG CHO DỊCH LẠI THÔNG CÁO AV. ЧТО ОЧЕНЬ ВАЖНОЕ СООБЩЕНИЕ. Пожалуйста, попросите его перевести. Tájékozný list, nímž prosíme, aby byl přeložen. БАМ ТВО ВАЖЕЛИВИЙ. Будь ласка, попросіть перекласти.



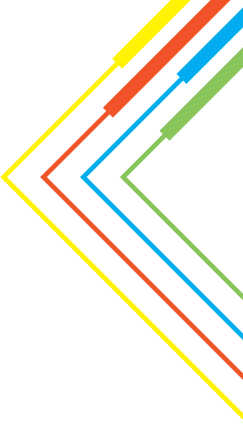
# First Responder Utility Safety

Protect yourself, your team 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](http://firstresponder.ngridsafety.com).



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Important electrical and natural gas safety information for you and your team. Visit [nationalgridus.com](http://nationalgridus.com) and connect with us on

104 Bridge Road  
Salisbury, MA 01952

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Visit [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com) to request your FREE safety kit and earn Certificates of Completion in our electrical and natural gas safety courses!



### 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!

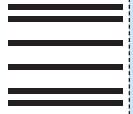
### Additional online training tools

- **Safety trainer's guide:** Step-by-step instructions for an easy, effective safety training session
- **Slideshows with presenter's notes:** Two 15-minute presentations of critical safety tips, along with talking points

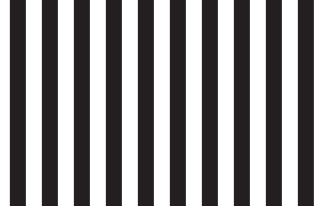
Notify 811 well in advance of digging or moving earth in any way.



Know what's below. 811 before you dig.



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**BUSINESS REPLY MAIL**  
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**National Grid**  
Safety Materials Distribution  
104 Bridge Road  
Salisbury, MA 01952-9912





# First responder utility safety

Electrical and natural gas awareness

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



To learn more about first responder safety and request FREE training materials, visit [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com).



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**, consider them both 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.



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



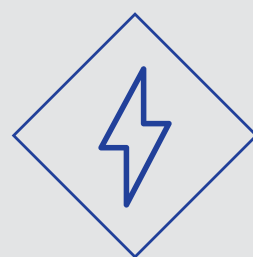
Let substations and transformers burn unless the utility instructs you otherwise.

### 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.

To report emergencies, call 911 and National Grid immediately.



In case of electric emergencies:

Massachusetts  
911 and 1-800-465-1212

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



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, land with their feet together and shuffle away with small steps, keeping their feet together and on the ground. If occupants are unable to safely exit the vehicle, your incident commander will tell you how to proceed.



In case of gas emergencies:

Massachusetts  
911 and 1-800-233-5325

New York  
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



Signs of a gas leak

### 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 service meter valves or appliance supply lines only – NEVER at underground valves or relief vents**. If you shut off a gas service meter, leave it off. Only National Grid personnel can turn the gas back on.
- **Prevent gas leak ignition**. Do NOT ring doorbells, use garage openers, step on doormats, or turn on or off any lights, appliances or electrical devices, including e-cigarettes and vape pens. 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.

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## FREE first responder safety kit

Visit [firstresponder.ngridsafety.com](http://firstresponder.ngridsafety.com). Point your phone's camera at or scan this code.

### 20 booklets

First Responder Beware® booklets with bold photos and clear text help teach firefighters, EMTs, police and other emergency professionals about safety near electric 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 electrical and gas safety slideshows, trainer's guides and 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*

### 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](http://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. On a scale of 1-5 (1 = strongly disagree and 5 = strongly agree), how much do you agree with each of the following statements?

- \_\_\_ National Grid is committed to the safety of first responders like me.
- \_\_\_ The information National Grid provides is valuable for keeping first responders safe around electricity and natural gas.
- \_\_\_ I expect National Grid to provide first responders the information necessary to get our jobs done safely around National Grid's electric and natural gas infrastructure.
- \_\_\_ The first responders at my organization use National Grid safety information to work more safely around electricity and natural gas.
- \_\_\_ The first responder materials provided by National Grid help me and/or my coworkers perform our jobs more safely.

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

Kit #78465

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Please hang this SAFETY POSTER prominently

