



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.

Do not use water on a gas fire



You should never spray water on flames that originate from a natural gas pipe. Learn why this is dangerous and what tactics to use instead.



Let it burn!

Spraying water into natural gas lines can flood gas piping, knocking out pilot lights and leading to a serious gas accumulation problem downstream. It can also heighten risks at the fire scene: Extinguishing a fire that originates from a natural gas pipe may allow unburned gas to collect and cause an explosion. (While natural gas is burning, it cannot explode.)

Always allow a natural gas fire to burn until the gas can be shut off at the source. When the gas supply is depleted, the fire will go out on its own.

Shut off gas safely

For structure fires, you may shut off burning gas by closing the shutoff valve located aboveground before a service meter or on the supply line of an appliance, provided you have been trained to do so. If you shut off a gas service meter, leave it off. Only National Grid personnel can turn the gas back on.

NEVER attempt to close valves on underground gas pipelines. These valves should only be operated by trained National Grid personnel.

Use water for rescue and cooling

During rescue operations, you may use multiple overlapping fog streams to protect the rescue team and direct the body of the fire. **DO NOT** use solid or straight stream nozzles on or near any natural gas pipe. You may use a fog spray to cool combustible exposures if it is safe to do so. You may also use water to extinguish all open flames not originating from a gas pipe.

For more first responder safety information, visit 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.