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First Responder Utility Safety Training Program

Prepare today for tomorrow's emergencies.



Get started today:
[**firstresponder.ngridsafety.com**](https://firstresponder.ngridsafety.com)





Teamwork. Trust. Training.

Whether you're responding to a fire, accident, crime code or medical emergency, your team and community are counting on you. Knowing how to deal with natural gas and electrical-related incidents is an important part of the job.

National Grid's First Responder Utility Safety Training is a free, self-paced training program designed to teach you how to recognize and respond to the potential dangers that arise from utility-related hazards.



To report emergencies, call 911 and National Grid immediately.

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

In case of electric emergencies:

Massachusetts 911 and 1-800-465-1212

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

Real-world, user-friendly training that is never more than a click away.

Our thorough, no-nonsense curriculum was designed with the help of experienced fire chiefs, safety experts and first response instructors. It's modular in design, allowing you to continue training whenever your busy schedule allows.

The program's interactive e-learning environment combines simple, straightforward navigation with helpful tools that will enrich your learning experience, including:

- Visual aids to provide context and increase understanding
- Interactive definitions of important terms
- Frequent knowledge checks
- Handy user notes
- Supplemental resources to reinforce the lesson material

An important professional development milestone.

Once you've successfully completed your training, you'll receive a certificate of completion for your training files. The program may also serve to satisfy your department's utility safety training requirements.

Get started today!

1. Register at firstresponder.ngridsafety.com.



Point your phone's camera at or scan this code to visit firstresponder.ngridsafety.com.

Once you create your user ID and password, you'll be able to access all the e-learning modules and resources.

2. Complete the course at your own pace, on your own schedule. Begin your utility safety training, one module at a time.



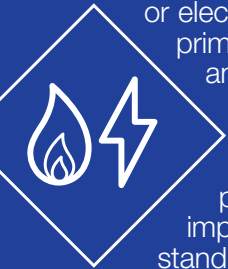
Learn how to respond with confidence to natural gas and electrical emergencies.

Whether natural gas or electricity are the primary source of an emergency or a contributing factor, you'll want to be prepared. It's important to understand the types of hazards that may be

involved, as well as specific response tactics so that you can protect yourself, your team and the general public. The First Responder Utility Safety Training program consists of two courses of study:

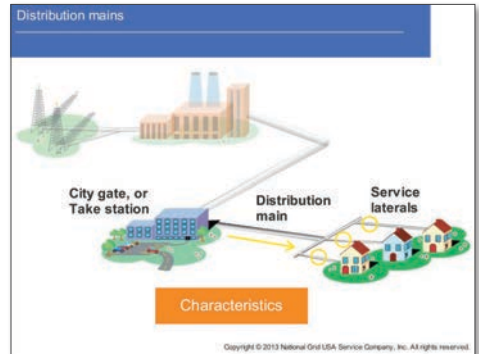
Natural gas safety training certification – Gives you the information you need to safely identify and respond to incidents that involve natural gas pipelines and other natural gas facilities.

Electrical safety training certification – Gives you the information you need to safely identify and respond to incidents that involve electric power lines and other facilities.



You'll start with the basics

The interactive self-study modules start with the basic properties, characteristics and behaviors of natural gas and electricity. You'll also learn about the equipment used to transport these energy sources, as well as general precautions associated with gas and electric facilities.



Natural gas safety – Module 1

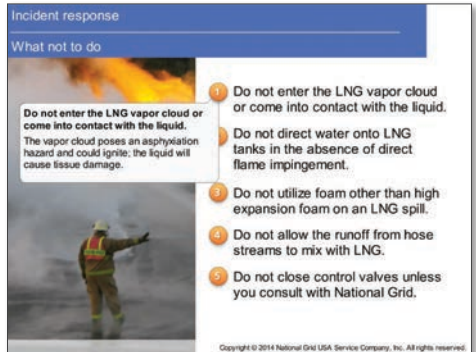
...and then move on to response tactics

Once you're familiar with the basic principles of natural gas and electric facilities, you'll learn about specific response tactics for the most common utility-related incidents. For example, how to respond to carbon monoxide events and natural gas leaks, and safety measures for downed power lines.

Natural gas safety – Module 3

...and specialized training.

You'll also get some training on how to deal with specialized gas and electric utility-related hazards. In the gas course, for example, you'll learn how to handle excavation-related damages to gas pipelines and incidents involving coal tar pipe wrap, gas odorant spills, gas pipeline liquids and manholes. The gas course also covers liquefied natural gas (LNG) facilities and LNG transport trailers. Specialized training in the electric course covers PV solar technology and response tactics for incidents involving these systems.



Incident response

What not to do

Do not enter the LNG vapor cloud or come into contact with the liquid. The vapor cloud poses an asphyxiation hazard and could ignite; the liquid will cause tissue damage.

- 1 Do not enter the LNG vapor cloud or come into contact with the liquid.
- 2 Do not direct water onto LNG tanks in the absence of direct flame impingement.
- 3 Do not utilize foam other than high expansion foam on an LNG spill.
- 4 Do not allow the runoff from hose streams to mix with LNG.
- 5 Do not close control valves unless you consult with National Grid.

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Natural gas safety – Module 6

First Responder Utility Safety Training – complete curriculum



Natural gas safety training certification

- Module 1: Gas distribution system (30 minutes)
- Module 2: Properties and characteristics of natural gas (20 minutes)
- Module 3: Carbon monoxide poisoning (20 minutes)
- Module 4: Gas incident management (30 minutes)
- Module 5: Additional potential hazards and response tactics (30 minutes)
- Module 6: Liquefied natural gas (LNG) (45 minutes)
- Module 7: LNG transport (30 minutes)

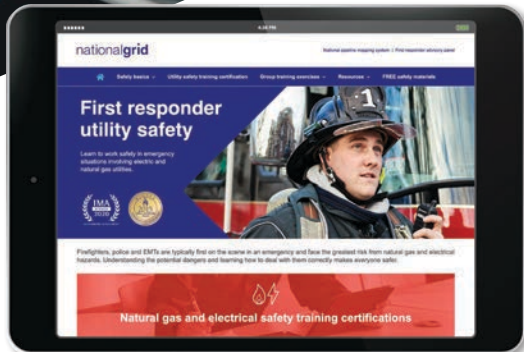
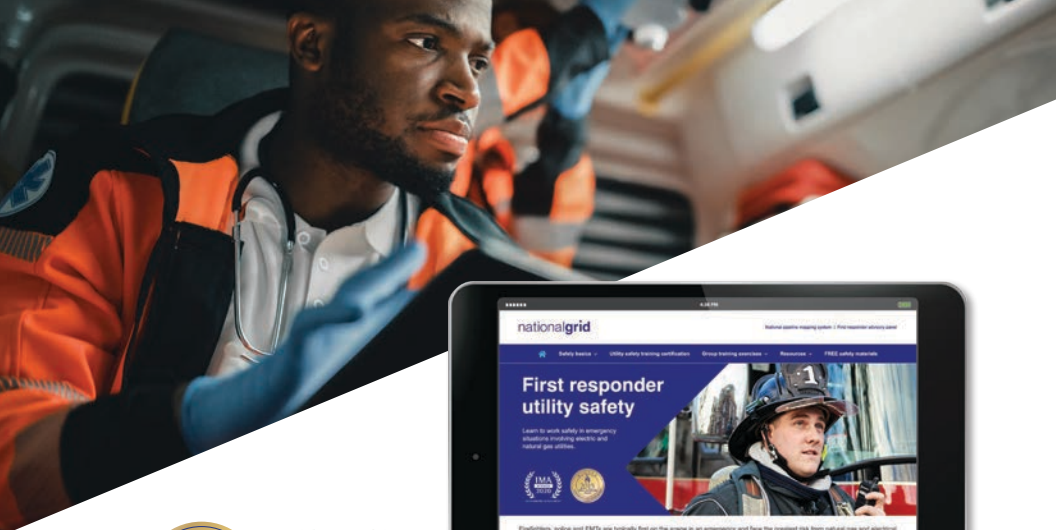


Electrical safety training certification

- Module 1: Electrical safety basics (30 minutes)
- Module 2: Electrical distribution system (35 minutes)
- Module 3: Fires involving electrical facilities (35 minutes)
- Module 4: Downed power lines (20 minutes)
- Module 5: Solar power: Get the facts (10 minutes)
- Module 6: PV solar system basics (25 minutes)
- Module 7: PV solar system incident response tactics (25 minutes)



Keep yourself, your team and the public safe. Register and complete your online training at firstresponder.ngridsafety.com.



What are other first responders saying about the program?



“Excellent course. All first responders should take this program. Very comprehensive and easy to understand.”

“Highly informative and has helped me refresh my response to these types of incidents.”



“Very good training. Was able to do this around work and my kids.”

Natural gas group training exercises

Learning utility incident response tactics as a group promotes teamwork. It also enhances safety by ensuring consistent response from everyone on the team.



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Gas safety training exercises

National Grid Group Training Exercise #1

This training exercise involves both practical and discussion-based activities. This resource can be utilized to provide perspective as to how to respond to emergency operations and to be subsequently incorporated into your operating procedures in the event of an incident.

Training Officer:
Print pages 4 and 5 and hand them out to all participants so they can follow along for the discussion.


Gas Leaks

Gas main leak with no ignition

A contractor installing a water main at 15 South Street struck and ruptured a gas line during the excavation. The contractor closed 911 and closed 900 but missed the gas. Control remained in place with a 12-inch main that would be fixed. Two engine companies and 100 have been dispatched to the incident. You are out on the fire for an engine on the incident scene. You are making your response. Your dispatch center needs receiving the second 911 call from nearby residents indicating a small gas leak in the area.

The area involved is a residential neighborhood and several residents are reporting that the smell of gas has entered their homes. Mike Nicks, who lives at 15 South Street, dialed 911 and reports the strong odor of gas in his basement.

As a crew, please work together to address the following representative-related questions. Upon arrival, you encounter the situation depicted in the photo.



Training Officer Guidance | Questions and Answers

Relevant sections of the *National Grid Natural Gas Safety Training Certification Program* are listed below the answers where appropriate. Answers without a corresponding reference reflect fire service best practices or are derived from National Grid internal response protocols.

Initial response questions to consider

<p>1. What instructions should be given to the callers who smell gas in the area?</p> <p>Please see Module 4, Universal response tactics. Arriving on the scene. Firefighter.</p>	<p>the officer should assign personnel to tasks that fulfill their anticipations.</p>
<p>2. How do you confirm that National Grid or the local natural gas utility has been notified of this event?</p> <p>Upon arrival, the confirmation that National Grid or the local natural gas utility has been advised of the situation and a response is needed to verify through the dispatch center after you have given your on-scene report.</p> <p>Please see Module 4, When it's not. Arriving on the scene.</p>	

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Gas safety training exercises

National Grid Group Training Exercise #4

This training exercise involves both practical and discussion-based activities. This resource can be utilized to provide perspective as to how to respond to emergency operations and to be subsequently incorporated into your operating procedures in the event of an incident.


Training Officer:
Print pages 4 and 5 and hand them out to all participants so they can follow along for the discussion.

Carbon Monoxide Poisoning

Residents overcome by carbon monoxide

An ambulance crew has been dispatched to 422 Bridge Road, Apartment #2, for a 40-year-old male patient with flu-like symptoms. Ten minutes after arrival, the ambulance crew calls the dispatch center and indicates that the carbon monoxide (CO) alarm on the medical kit that they took into the home has gone into alarm and a police officer who responded with the ambulance team is. You are advised to respond to this incident and provide support to the ambulance crew. You relay a response with a single engine containing a three-person crew.

As a crew, please work together to address the following representative-related questions. Upon arrival, you encounter the situation depicted in the photo.



Training Officer Guidance | Questions and Answers

Relevant sections of the *National Grid Natural Gas Safety Training Certification Program* are listed below the answers where appropriate. Answers without a corresponding reference reflect fire service best practices or are derived from National Grid internal response protocols.

Initial response questions to consider

<p>1. What should the ambulance crew do prior to your arrival?</p> <p>If you suspect CO poisoning, evacuate the building and have someone get fresh air and avoid immediate medical attention. If the building uses natural gas, notify the utility. Call for the ambulance crew only as soon as possible through your dispatcher. The ambulance crew should notify someone the patient and themselves from the structure and initiate treatment of both the patient and the if applicable to the ambulance. Transport of these two patients to the hospital should not be delayed.</p> <p>Please see Module 3, Poisoning symptoms.</p>	<p>2. What are the characteristics of carbon monoxide?</p> <p>CO is a colorless, odorless and poisonous gas that displaces oxygen in a person's bloodstream and therefore can cause hypoxia. CO is produced when combustion of any fuel—such as heating oil, gasoline, diesel fuel, propane, kerosene, natural gas, and charcoal—is used—unless proper airflow occurs. Each year approximately 400 people in the U.S. die from non-traumatic CO poisoning, making it the leading cause of winter-related poisoning deaths.</p>
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The group training exercises cover the four most common natural gas-related fire service calls, with real-world scenarios and Q&A learning practices. The training exercises are downloadable from the website at firstresponder.ngridsafety.com and can be printed and used by training officers for personal use, in training seminars and as a supplement to the e-learning certification program.

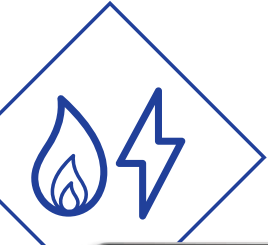
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DISCLAIMER: *National Grid is an electricity and natural gas delivery company serving customers in New York and Massachusetts. This resource was developed solely for first responders in the National Grid service territory who support the communities served by National Grid. Accordingly, the information contained herein is intended for those first responders only. Although information and procedures contained herein may be applicable to your organization, some information and procedures may differ. If you are viewing this resource and you are from outside the National Grid service territory, we strongly recommend that you consult with your local energy provider as well as all local rules, regulations, procedures and protocols before applying this training or any portion thereof to your geographic area.*

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Keep yourself, your team and the public safe.
Register and complete your online training today.

Visit firstresponder.ngridsafety.com and connect with us on



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