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First Responder Utility Safety Training Program

Register today for your FREE e-Learning:
firstresponder.ngridsafety.com



nationalgrid
HERE WITH YOU. HERE FOR YOU.



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

Visit firstresponder.ngridsafety.com and connect with us on     

#11002



Smell Gas. Act Fast.

Massachusetts 1-800-233-5325 and 911
New England 1-800-465-1212 and 911
Rhode Island 1-800-640-1595 and 911
Upstate New York 1-800-867-5222 and 911

In case of gas emergencies: In case of electric emergencies:
To report emergencies, call 911 and National Grid immediately.

Long Island and the Rockaways: 1-800-490-0045 and 911
Metro NY: 911 and 1-718-643-4050
Upstate NY: 1-800-892-2345 and 911

DISCLAIMER: National Grid is an electric and natural gas delivery company serving customers in New York, Massachusetts and Rhode Island. 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.

PLEASE SEE OUR TERMS AND CONDITIONS. The Terms and Conditions ("Terms") govern your use of this resource. Please read the terms in full before using this resource. By accepting these Terms, or by using this resource, you agree to be legally bound by these Terms. If you do not agree to these terms, please do not use this resource. We reserve the right to modify these Terms at any time without prior notice, and your use of this resource binds you to the changes made. We do occasionally update these terms so please refer to them in the future.

IMPORTANT TERMS AND CONDITIONS - PLEASE READ

Register and complete your online training today at
firstresponder.ngridsafety.com.



- ◆ free utility safety training with no restrictions
- ◆ self-paced coursework that accommodates busy schedules
- ◆ professional development to satisfy your in-service training requirements
- ◆ certificates of completion for successfully finishing coursework

National Grid's First Responder Utility Safety Training:

“ This program represents a strong commitment by National Grid to provide critical information to first responders. The website is an interactive resource that equips first responders with electric and natural gas safety information that can make a real difference on the incident scene. ”

Brian P. Dugan, Veteran commander, Northampton and Northborough Fire Departments, Massachusetts



“ National Grid's utility safety e-learning program is engaging and accessible and the perfect length for first responders. The new solar safety curriculum is especially valuable and needed in every community, as more solar power systems are being installed every day. ”

Chief James G. McLaughlin, Warwick Fire Department, Rhode Island



“ The group training exercises featured on National Grid's Utility Safety website are a handy, effective training tool – I wouldn't change anything about them. They address some of the most common gas safety issues seen by the fire service, with clear operational guidance for responders. It's great that they can be printed and used offline as well as on the computer. ”

David Juron, Safety officer, Westmere Fire Department, New York



Free First Responder Utility Safety Training

Designed with first responders, for first responders



Our commitment

As first responders, you put yourselves on the line every day to protect lives and property. You are the first line of defense between utility-related hazards and the public. We are committed to serve those who serve our communities by continuously delivering the finest-quality free First Responder Utility Safety Training to keep you safe.

Train to safely respond to utility hazards and more

Our training program was designed with fire chiefs, safety trainers, educational experts and instructional design professionals. This advisory board helps us understand your unique needs so we can continuously improve our safety training. From new content to new format and material types, every aspect of the training we offer is developed with the assistance of your peer group.

Whether electricity or natural gas is the source of an emergency or a contributing factor, it's critical to know specific response tactics so that you can safely manage incidents – protecting yourself, your team and the public.

National Grid's First Responder Utility Safety Training Program provides emergency response personnel with a solid understanding of utility hazards. It contains practical guidance so you can safely identify and respond to incidents involving natural gas pipelines and facilities; liquefied natural gas and its transport; electric power lines and related equipment and solar power systems.

Electrical safety training certification

The Electrical Safety Training Certification Program is a self-directed, interactive online training package that provides emergency response personnel with the information they need to safely identify and respond to incidents that involve electric power lines and other facilities.

Module 1: Electrical safety basics (30 mins.)

Module 2: Electrical distribution system (35 mins.)

Module 3: Fires involving electrical facilities (35 mins.)

Module 4: Downed power lines (20 mins.)

NEW Module 5: Solar power: Get the facts (10 mins.)

NEW Module 6: PV solar system basics (25 mins.)

NEW Module 7: PV solar system incident response tactics (25 mins.)

Natural gas safety training certification

The Natural Gas Safety Training Certification Program is a self-directed, interactive online training package that provides emergency response personnel with the information they need to safely identify and respond to incidents that involve natural gas pipelines and other natural gas facilities.

Module 1: Gas distribution system (30 mins.)

Module 2: Properties and characteristics of natural gas (20 mins.)

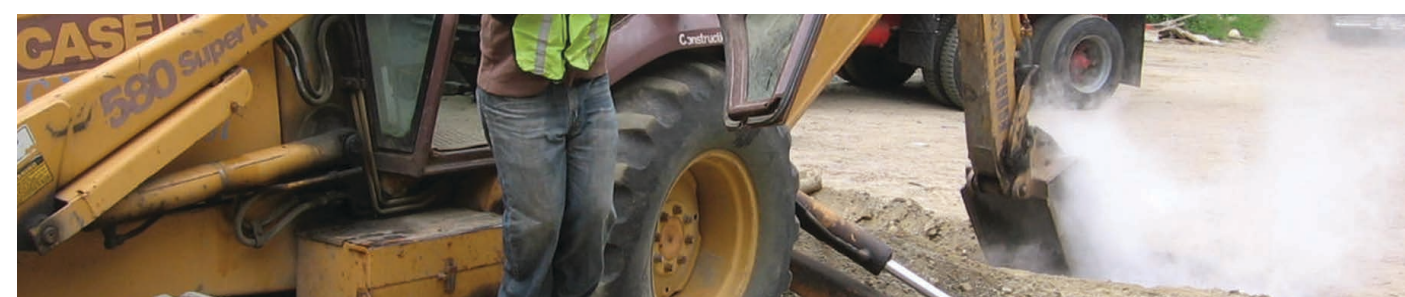
Module 3: Carbon monoxide poisoning (20 mins.)

Module 4: Gas incident management (30 mins.)

Module 5: Additional potential hazards and response tactics (30 mins.)

Module 6: Liquefied natural gas (LNG) (45 mins.)

Module 7: LNG transport (30 mins.)



NEW Solar safety training

With the rapid rise of solar power in the Northeast, there is an increased likelihood that first responders will respond to emergencies involving a solar power system. The first responder community alerted us to the need for specialized training that dispels common misconceptions about responding to emergencies with solar involved.

We're pleased to announce the addition of three solar-related e-learning modules:

Module 5: Solar power: Get the facts (10 mins.)

In this module, we'll address commonly held beliefs and misconceptions about solar power and photovoltaic (PV) solar systems. Learning key facts about these systems will help you build a knowledge base that enhances your operational safety.

What you'll learn:

- PV solar system facts: Help first responders build a knowledge base for operational safety
- Myths and facts: Commonly held beliefs and misconceptions about PV solar power systems



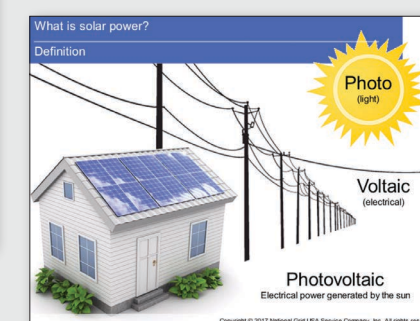
Module 5 introduces key facts about how solar power systems work, the risks they pose to first responders and how to operate safely around them.

Module 6: PV solar system basics (25 mins.)

This training module helps first responders understand PV solar systems and how they work. You'll learn about the different types of PV systems, how to recognize their components and the risks they pose to first responders.

What you'll learn:

- This module uses real-world situations to learn from
- You'll learn how to respond with operational tactics specifically developed for solar-related incidents
- Topics include: structural risks, roof and ground access limitations, shock hazards, toxic byproduct of combustion and more



Module 6 explains core concepts, including how solar energy combines light and electrical elements to produce electrical power generated by the sun.

Module 7: PV solar system incident response tactics (25 mins.)

In this training module, you'll learn about precautions that should be taken when responding to emergencies involving PV solar systems. Interactive situational questions are asked for reflection which leads to testing.

What you'll learn:

- 360-degree scene size-up and industrywide approved best practices
- Interactive situational questions are asked for reflection
- Response tactics are learned in multiple incident types
- Appropriate gear and apparatus needed
- Steps to take when you arrive on scene prior to National Grid or other utility personnel



Module 7 provides a foundation for response to PV emergencies that can be applied to all system configurations.

NEW Natural gas group training exercises

Through research, we discovered a need to supplement our e-learning program. The ability to experience elements of the current training, in a group setting, is essential to saving lives and property. Learning important first responder utility incident response tactics as a group ensures consistency among the entire team.

Group training exercises will cover the top four most frequent 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 on their own, when conducting their own training seminars, and as a supplement to the e-learning certification program.

Natural gas group training exercises include:

- ◆ Gas main leak with no ignition
- ◆ Gas odor with source unknown
- ◆ Gas service leak with ignition
- ◆ Residents overcome by carbon monoxide

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