



Designed with first responders, for first responders

Our free training program was designed in cooperation with fire chiefs, safety trainers, educational experts and instructional design professionals. An advisory panel of chiefs and safety trainers from throughout the Northeast helped us tailor this program to meet your unique training needs.

Train to safely respond to utility hazards and more

National Grid's First Responder Utility Safety Training is a comprehensive curriculum that's dynamic, easy to use and effective. Benefits include:

- 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 your training files.

Our commitment

As first responders, you face many challenges and put yourselves on the line every day to protect lives and property. You are the main defense between utility-related hazards and the public. It was with appreciation and respect for all you do that we conceived of our First Responder Utility Safety Training. Simply stated, we are committed to helping you ensure the safety of our customers and communities.



Smell Gas. Act Fast.

To report emergencies, call 911 and National Grid immediately.

In case of gas emergencies:

Massachusetts

911 and 1-800-233-5325

Rhode Island

911 and 1-800-640-1595

New York

Long Island and the Rockaways: 911 and 1-800-490-0045

Metro NY: 911 and 1-718-643-4050

Upstate NY: 911 and 1-800-892-2345

In case of electric emergencies:

New England

911 and 1-800-465-1212

Upstate New York

911 and 1-800-867-5222

nationalgrid

Educational Materials Distribution
104 Bridge Road
Salisbury, MA 01952



“National Grid’s first responder e-learning is a valuable resource that emergency responders can utilize to prepare for and respond to utility-related situations they may encounter. The online training is self-paced, well-written, and easy to follow.”

– Robert Peacock,
Chief of the Watch Hill Fire Department, Training Officer for the Rhode Island Southern Firefighters League and instructor with the Rhode Island State Fire Academy

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

Visit firstresponder.ngridsafety.com and connect with us on     

#11975

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First Responder Utility Safety Training Program

e-Learning Program for First Responders:
firstresponder.ngridsafety.com



Discover user-friendly features for optimal training

The program's e-learning environment offers simple, straightforward navigation and helpful tools that enhance the learning experience.

Register and complete your online training today.

To register, simply visit firstresponder.ngridsafety.com and complete the registration form. Once you create your user ID and password, you'll be granted access to the e-learning modules and resources. Then you will be ready to begin your utility safety training.



Easy-to-use navigation



Knowledge checks



Visual aids to improve understanding



User notes



Important terms defined



Supplemental resources

IMPORTANT TERMS AND CONDITIONS – PLEASE READ

DISCLAIMER: National Grid is an electricity 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.

First Responder Utility Safety Training Program overview

Whether natural gas or electricity 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.

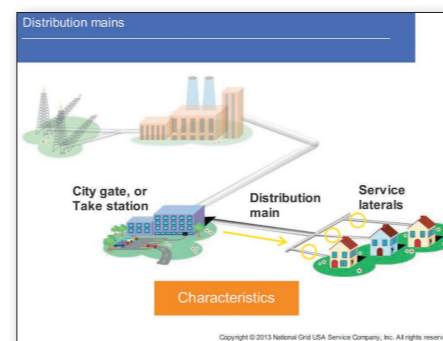
Our program consists of two courses of study: 1) Natural Gas Safety Certification and 2) Electrical Safety Training Certification. Each module is self-directed, user-friendly and interactive. Complete all the modules to earn your certificate of completion.



Natural gas training certification

The Natural Gas Safety Training Certification Program 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.)

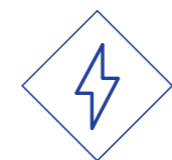
- **Module 3: Carbon monoxide poisoning** (20 mins.)

- **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.)



Electrical safety training certification

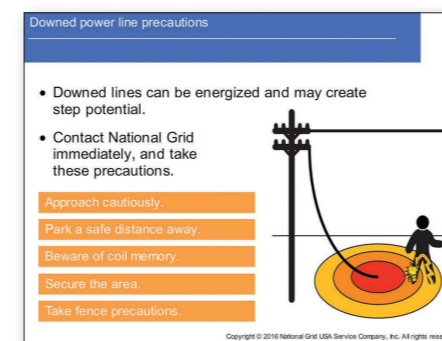
The Electrical Safety Training Certification Program provides emergency response personnel with the information they need to safely identify and respond to incidents that involve electric power lines and other facilities.

- **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.)



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

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

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



Natural gas group training exercises

Research with our advisory panel members revealed a need for training exercises that can be used in a group setting, away from the computer. Learning utility incident response tactics as a group enhances safety by ensuring consistency among the entire team.

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.

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



“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

