Dear Public Official,

June 2024

Like you, National Grid is committed to the safety of the communities we serve. Please take a moment to read the enclosed information on our natural gas pipeline safety programs and how you can help inform the public about pipeline damage prevention and gas incident response. We've partnered with public officials in your community to ensure this information meets your needs.

As a public official, we need your help educating your staff and excavation contractors on gas pipeline safety, and we encourage you to share this brochure with others in your organization. We urge you and your team to review safe digging tips and order additional gas safety materials at **ngridsafety.com**. National Grid also wants emergency responders to be prepared for any incident involving our gas and electric lines. We have developed an award-winning online safety training program, **firstresponder.ngridsafety.com**, which covers incident management for natural gas leaks and fires, CO poisoning, LNG safety, electric facility fires, downed power lines, PV solar system safety and many other topics.

National Grid is the largest distributor of natural gas in the Northeast, operating approximately 32,488 miles of pipelines in New York and Massachusetts. Here in Massachusetts, we own and operate almost 11,154 miles of underground natural gas pipelines, which supply approximately 929,535 customers. **Additional information about our transmission pipelines is available from your National Grid Community and Customer Management Director, Joseph Carroll, at 1-508-897-5709** (Barnstable, Bristol, Norfolk, Plymouth and Suffolk counties); **Joanne DeRose at 1-413-664-5813** (Franklin, Hampshire and Worcester counties); **or Susan Griffin at 1-978-725-1051** (Middlesex and Essex counties).

Our Integrity Management Program (IMP) helps us continuously improve safety by identifying, assessing and managing risks to our natural gas pipelines. This program includes hazard assessment and prevention activities to lower the operating risks of National Grid transmission pipelines within high-consequence areas in your community. **For an overview of our IMP program, please visit nationalgridus.com.**

We thank you in advance for your help in educating your team and creating a more informed and engaged public regarding natural gas and electric safety.

Sincerely,

Lee D. Westerlind
Manager

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immediatement.
Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.
Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.
這是一個重要的通知。請翻譯一下.

هذا إخطار مهم. يُرجى ترجمته.
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
דאָס איז אַ וויכטיקע אָנזאָג. ביטע איבערזעצט

nationalgrid

104 Bridge Road
Salisbury, MA 01952

IMPORTANT NATURAL GAS SAFETY INFORMATION ENCLOSED.

Visit **nationalgridus.com** and connect with us on

#14208 97692 MA PO

Massachusetts

Natural gas pipeline safety

Help us protect the communities you serve.

Smell Gas. Act Fast. Be the one to call 911.

For gas emergency service 24 hours a day, 7 days a week, call: 911 and 1-800-233-5325

**Dig Safe® | digsafe.com
811 or 1-888-DIG-SAFE (344-7233)**

Please share this important information with your coworkers and excavation contractors.

nationalgrid

Our commitment to safety

To ensure public safety and service reliability, National Grid crews continually test, inspect, repair and improve our pipelines and monitor for potential gas leaks. We work very closely with industry and government agencies on a variety of pipeline safety measures to protect your community:

- Workforce training (Excavators and HVAC)
- Visual pipeline and gas meter inspections
- Pipeline design and construction techniques
- Public education programs
- Coordination with Dig Safe®
- Industry safety practices and government oversight
- Pipeline markers and facility mapping

We train local first responders to prevent and prepare for gas emergencies.

These drills and exercises test procedures, logistics, communications and more. If you would like to view emergency response plans for your community, contact your National Grid regional community and customer management director.

Encourage emergency responders in your community to access free training materials at National Grid's utility safety website: ***firstresponder.ngridsafety.com*****.**

Visit National Grid's worker safety website for free training materials: ***ngridsafety.com*****.**

National Grid's pipelines quietly, reliably and efficiently deliver natural gas every day to our residential, commercial and industrial customers.

Damage to our pipelines can cause dangerous gas leaks that have the potential to ignite or explode. We encourage you to learn the location of gas pipelines in your community and help protect them from damage.

Many pipelines are underground in public areas. Line markers are sometimes used to indicate their approximate location but not depth. The markers display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency. These markers are usually freestanding; in urban areas, they may also be found on utility poles. If you observe suspicious activity near a pipeline marker, call the number on the marker immediately.

In addition to buried pipelines, our natural gas distribution system includes aboveground pipelines that run under bridges built over roads and waterways; other aboveground gas facilities; and liquefied natural gas (LNG) transport trailers. These trailers travel over interstate highways and town roads to deliver LNG to acceptance sites, where we re-gasify and deliver it through our pipelines during periods of high demand.

Learn to detect gas leaks

A gas leak is often recognized by smell, sight or sound:

SMELL – Natural gas is colorless and odorless. A distinctive, sulfur-like odor is added so that you'll recognize it quickly. This odor may fade, and not all transmission lines are odorized, so don't rely on your nose alone to detect a gas leak.

LOOK – You may see dead or dying vegetation (in an otherwise moist area) over or near a pipeline; exposed pipeline after a fire, flood or other disaster; continuous bubbling in water; dirt blowing into the air from a hole in the ground; or a damaged connection to a gas appliance.

LISTEN – You may hear an unusual noise like roaring, hissing or whistling as gas escapes from a pipe.

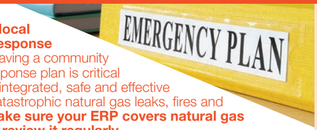
Leaking natural gas may kill grass or plants, make bubbles in water or throw dirt up into the air. Pipelines exposed by fires or floods may be sources of leaks, as may a damaged connection to a gas appliance.

What to do if you suspect a gas leak: Be the one to call 911!

- **MOVE** to a safe environment.
- **CALL 911** and National Grid at **1-800-233-5325 immediately**.
- **DO NOT** use matches, lighters, cigarettes (including e-cigarettes or vape pens), light switches or anything electrical – not even a phone or garage door opener.
- **DO NOT** assume someone else will report the condition. Provide the exact location, including cross streets. Let us know if sewer construction or digging activities are going on in the area.

Anyone can be the one who calls 911 and reports a potentially dangerous natural gas situation.

Spread the word about gas pipeline safety



- **Review your local emergency response plan (ERP).** Having a community emergency response plan is critical for guiding an integrated, safe and effective response to catastrophic natural gas leaks, fires and explosions. **Make sure your ERP covers natural gas hazards, and review it regularly.**
- **Learn the general location of gas transmission pipelines in your community,** and share this information with your staff and excavation contractors as appropriate. Visit the National Pipeline Mapping System (NPMS) at **https://www.npms.phmsa.dot.gov**.
  - **For the specific location of transmission pipelines that cross your area of jurisdiction,** state and local officials may apply for access to the Pipeline Information Management Mapping Application (PIMMA) via the Office of Pipeline Safety, also at **https://www.npms.phmsa.dot.gov**.
- **Inform the public about 811.** State law requires that all excavators contact Dig Safe at least 72 hours prior to digging on public or private property, excluding weekends and legal holidays. Call 811, or use the Exactix location request system at **digsafe.com**. Dig Safe will notify underground facility owners in the immediate area so the location of pipelines and other facilities can be marked prior to excavation. This service is free.

811 Know what's below. 811 before you dig.

Always contact your state 811 center before digging and for the most current requirements.

Please help us communicate these important natural gas safety messages to the public:

- **No job is too small for an 811 call.** Property owners must call 811 for any digging job – even planting a shrub.
- **If an excavation will cross a cast iron gas main or run parallel nearby, the 811 service and National Grid must be notified well in advance.** Cast iron gas mains in our Northeast communities may be damaged when the earth near them is moved in any way.
- **National Grid has the right to restrict certain activities within the area along each side of our gas transmission pipeline, known as a right-of-way.** Our right-of-way locations are usually marked on maps filed with local municipalities.
- **We require free and clear access to our gas transmission pipelines at all times for inspections, maintenance and leak detection activities.** We prohibit construction or other activities in our pipeline rights-of-way that could block access for our personnel or for safety crews in the event of a pipeline emergency.
- **If you see construction occurring near a gas pipeline marker with no utility personnel present,** or you notice any type of suspicious activity near a pipeline marker, please call the number listed on the marker to report it.
- **If a gas meter is located inside a home or business, National Grid will need access to the meter and gas service entry to perform mandated inspections.** We are required by federal and state regulation to inspect and maintain our delivery, pressure control and gas metering equipment.