



Do your part and contact **National Grid** before you perform or manage any work that could affect your natural gas service.



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

For gas emergency service 24 hours a day, 7 days a week, call:

**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

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

**nationalgrid**

430 Boston Street, Suite 103  
Topsfield, MA 01983



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

**IMPORTANT NATURAL GAS  
SAFETY INFORMATION ENCLOSED.**



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

#14413 97925



**Gas  
service  
safety for  
large facilities**

You are our critical partner in protecting lives, property and our community.

**nationalgrid**



**National Grid is committed to your safety.** This information is intended to help you work safely near our natural gas infrastructure. Please review it with your employees and contractors.

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**! Never adjust gas service equipment.**

Call us at **1-800-930-5003** if adjustments are needed on National Grid-owned gas service equipment, such as the gas meter, regulators, valves, vent and service lines. **Never adjust or allow your contractor to adjust the gas service.** Not only is it dangerous for you to adjust this equipment, but you will be liable for any damage caused.

Instruct your employees, coworkers and contractors to take a **hands-off** approach:

- ✗** Do NOT tamper in any way with your gas installation, including all above-ground equipment.
- ✗** Do NOT cut vent lines. This could cause over- or under-pressurization.
- ✗** Do NOT cut or remove service lines. This can cause severe damage and injury to life and property.
- ✗** Do NOT add fuel lines without a pressure test if you have elevated pressure (above 7" WC or 0.25 psig).
- ✗** Do NOT disconnect pipes, regulators or metering equipment.

Contact National Grid if you feel any changes are needed to your gas service, no matter how small the changes may seem.

**Please contact National Grid for any changes to your gas service.**



**! Take precautions for ANY work affecting this equipment.**

Call National Grid **90 days** before beginning any work that could affect **gas large meter service.** This includes construction, excavation, demolition, building elevation or major renovation. Call **1-800-930-5003** to speak with a representative about the scope of your project and its impact on your gas service.

If the work requires a gas service disconnect, be sure the following has occurred before you start the job:

- ✓** You or the property owner have a copy of a Service Line Disconnect Letter from National Grid, confirming the gas has been shut off.
- ✓** You've double-checked that National Grid has shut off the gas, disconnected the gas service lateral at the main or property line, and removed gas meters and regulators.
- ✓** You've conducted a visual inspection of the structure and the surrounding property to confirm that it is safe to begin.

After gas service has been disconnected, safe construction and excavation practices continue to be critical. **Even minor damage to temporarily disconnected gas service lines can result in leaks when service is restored, threatening fire, explosion, and loss of life and property.** Always call 811 or make an online request for utility locates, then wait the required time for gas service lines and other facilities to be marked before you dig.

**! Review your emergency plan.**

Review your emergency plan with everyone at the job site before work begins. Make sure everyone knows what to do in case of an unforeseen natural gas utility contact. **This is especially important for partial demolition jobs, where gas service may continue to be supplied to a portion of the property.**



**For more contractor safety information, visit [ngridssafety.com](http://ngridssafety.com).**




**Call 811** or make an online dig ticket request, then wait the required time for gas service lines and other facilities to be marked before you dig.

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



**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 immédiatement.  
 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。  
 ہتم جرت ی جرت یمم راطخ اذہ  
 এটি একটি গুরুত্বপূর্ণ বজ্ঞপ্তা। অনুগ্রহ করে এটি অনুবাদ করে ননি।  
 Sa a se yon avi enpòtan. Tanpri, fè li tradwi.  
 סעעזרעביא עטיב. גאזנא עקטיכיוו א זיא סאד