



nationalgrid

Operating
gas valves:

Should you or
shouldn't you?



You may control a gas leak by shutting off a gas appliance or service meter.

First responders who have been trained in valve operation may shut the valve located on an appliance supply line or on the piping before a gas service meter.

- ▶ **If you shut off a gas service meter valve, leave it off.** Once a service valve is closed, only National Grid may re-open it.
- ▶ **Inform National Grid of the precise address and location of any gas valve you have closed.** This information is critical for system safety and service restoration.
- ▶ **NEVER attempt to shut off gas at station valves, underground pipeline valves* or relief valves.** Only National Grid personnel may operate these facilities.

*In some parts of National Grid's operating area, fire departments have been provided specific tools and training for closing curb valves on service laterals. Only those personnel so trained and equipped may shut curb valves.

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Scan to find additional information on when to operate natural gas valves in Module 4 of **National Grid's First Responder e-Learning Program.**

Only shut off gas at a gas appliance or service meter. A gas valve is closed when the valve lug is perpendicular, or crosswise, to the gas pipe.

Valve open



Valve closed



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**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.

Visit firstresponder.ngridsafety.com and connect with us on    