Dear Emergency Official,

June 2025

Like you, National Grid is committed to the safety of the communities we serve. Please take a moment to read this brochure on our natural gas pipeline safety programs, and how you can prevent and respond to gas and electric utility emergencies. We've partnered with emergency officials in your community to ensure this information meets your needs.

National Grid wants all emergency responders to be prepared for any incident involving our gas and electric lines. We urge you and your team to take our award-winning online safety training course at **firstresponder.ngridsafety.com**. This free course covers incident management for natural gas leaks and fires, CO poisoning prevention and response, 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. 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.

Additional information about our transmission pipelines and LNG transport is available from your Director of Community Engagement, 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. تُرجى 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

430 Boston Street, Suite 103
Topsfield, MA 01983

IMPORTANT NATURAL GAS SAFETY INFORMATION ENCLOSED.

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

#14889 97688 MA EO

nationalgrid

Massachusetts

Natural gas pipeline safety

Learn to prevent and respond to gas emergencies.

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

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

We have partnered with emergency responders to develop this important information. Please share it with your team.

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:

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

We also conduct training and drills with emergency responders to prevent and prepare for natural gas leaks, fires and explosions. These exercises test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated and made available to state authorities. If you would like to view emergency response plans for your community, contact your National Grid regional director of community engagement.

WINNER 2015 Safety and Health Award NORTHEAST GAS ASSOCIATION

IMA WINNER 2020 OUTSTANDING ACHIEVEMENT

For free training materials, visit National Grid's utility safety training website at **firstresponder.ngridsafety.com**. You may sign up for critical utility safety reminders via email at **firstresponder.ngridsafety.com/sign-up-for-newsletters**.

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. High-visibility markers with National Grid's 24-hour emergency phone number indicate the general location of our high-pressure natural gas transmission pipelines. 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.

Locate high-pressure pipelines in your area.

You can determine the general location of gas transmission pipelines in your area by visiting 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) at https://www.npms.phmsa.dot.gov**.

Signs of a gas leak

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 to aid in gas leak detection. 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 and LISTEN – You may see exposed pipeline after a fire, flood or other disaster; dead or dying vegetation (in an otherwise moist area) over or near a pipeline; continuous bubbling in water; a damaged connection to a gas appliance; or dirt blowing into the air from a hole in the ground. You may hear an unusual noise like roaring, hissing or whistling as gas escapes from a pipe.

If you have been trained to do so, use a combustible gas indicator (CGI) to confirm a gas leak and whether it poses an explosion risk.

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

Prevent gas leak ignition

- **DO NOT step on doormats.** Friction from boots could create a spark of static electricity.
- **DO NOT ring doorbells,** use garage door openers, or turn on or off any lights, appliances or electrical devices, including vape pens. These items may produce a spark that could ignite leaking gas and cause an explosion.
- **DO NOT use spark-producing equipment.** Use intrinsically safe radios and flashlights in the vicinity of a leak.
- **Create an isolation zone.** Secure the perimeter and reroute vehicle traffic.
- **Alert the local electric utility** if the situation warrants a discontinuation of electric service to a building.

Respond safely to gas leaks and fires

- **Contact National Grid through your dispatcher as soon as practicable.** National Grid has employees who are specifically trained to handle natural gas incidents.
- **Park emergency vehicles away and upwind from the area.** Do not park over manholes or storm drains. Reroute or restrict traffic as necessary.
- **Evacuate the area and nearby structures** to a distance of 330 feet in all directions, if possible. For larger leaks, consider downwind evacuation for at least one half mile.

- **If you have been trained to do so, you may shut off gas at an aboveground service meter valve or an appliance supply line. NEVER** close an underground valve or relief valve, as these are for National Grid use only.

Closed

Open

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

- **If you shut off a gas service meter, leave it off.** Only National Grid personnel can turn the gas back on.
- **Inform National Grid of the precise address and location of ANY gas meter valve you have closed.** This information is critical for system safety and service restoration.

- **If gas has ignited, let it burn!** Extinguishing the fire may allow unburned gas to collect and cause an explosion.
- **Once the fire has been controlled, remain alert** for gas migration and possible re-ignition.

Do NOT use water on gas fires!

- **Do NOT use water to suppress a natural gas fire, as it is ineffective and dangerous.**
  - Spraying water into gas lines can flood gas piping, knocking out pilot lights and leading to a serious gas accumulation problem downstream.
  - You may use a fog spray to cool combustible exposures.

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