

Help us protect your facility and our community

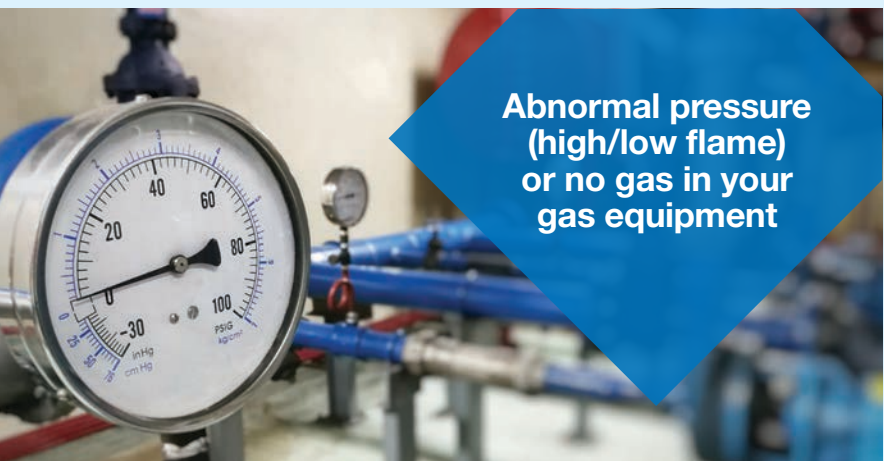
We're in this together

National Grid provides safe and reliable natural gas service to your facility and more than 3.4 million of your neighbors in the Northeast. Despite our best efforts, gas leaks may occur that could lead to catastrophic fires or explosions. Faulty natural gas equipment or poor ventilation could lead to carbon monoxide poisoning. We need your help to recognize the presence of natural gas leaks or carbon monoxide poisoning and respond immediately.

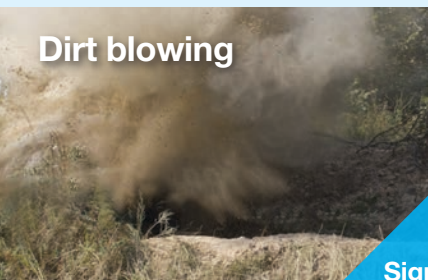


Recognize gas leak warning signs

Indoors or outdoors, **a natural gas leak may smell like sulfur or rotten eggs, but not always.** This odor may fade or be difficult to distinguish, and not all transmission lines are odorized. So don't rely on your nose alone – be alert for these sights and sounds as well:



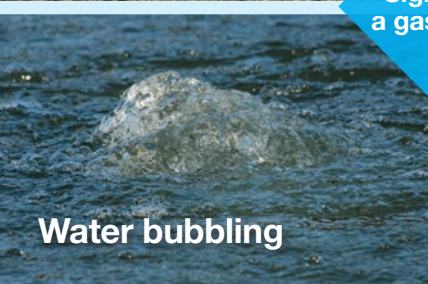
Abnormal pressure (high/low flame) or no gas in your gas equipment



Dirt blowing



Dead or dying vegetation



Water bubbling



Exposed pipeline

Signs of a gas leak

Indoors:

- A damaged connection to a gas appliance
- Abnormal pressure (high/low flame) or no gas in your gas equipment
- Gas that cannot be shut off
- A continuous flow of water leaking from your gas heating unit or water heater
- A hissing or whistling sound as gas escapes from a pipe

Outdoors:

- A hissing, whistling or roaring sound
- Dirt blowing into the air from a hole in the ground
- Continuous bubbling in water
- Dead or dying vegetation (in an otherwise moist area) over or near a pipeline
- An exposed pipeline after a fire, flood or other disaster
- A damaged connection to a gas appliance



Notify 811 before you dig – it's the law!

- **Call 811 or make an online request well in advance of digging or moving earth in any way.** Wait the required time for utilities to locate and mark their lines: in New York, **at least two full working days** excluding the date of your request, weekends and legal holidays; in Massachusetts, **at least 72 hours** excluding weekends and legal holidays.
- **Before you notify 811, pre-mark your excavation route with white paint, flags and/or stakes**, so locators can easily identify and mark affected utilities.
- **If you don't notify 811, you risk hitting an underground line.** You or your coworkers could be hurt or killed. You may be held liable for damages and repair costs.
- Once you are sure underground lines have been marked, **respect the marks and dig with care, following hand-excavating rules.**

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

Respond immediately if you suspect a natural gas leak

Remember the three Rs of natural gas safety: Recognize, React and Report.

If you **RECOGNIZE** any signs of a gas leak, **REACT** by warning others and immediately following your facility's protocol to evacuate everyone to a safe area. Do not use a telephone or any electrical devices, including light switches, garage door openers, doorbells, radios, TVs or cell phones. Do NOT use matches, lighters, cigarettes or vape pens. A spark from any of these items could ignite leaking gas.

From a safe place, **REPORT** the leak by calling **911** and **National Grid** any time, day or night, at the appropriate emergency number:

- Long Island and the Rockaways: 1-800-490-0045
- Metro New York: 1-718-643-4050
- Upstate New York: 1-800-892-2345
- Massachusetts: 1-800-233-5325



Be alert for CO poisoning

Carbon monoxide (CO) is a highly poisonous, colorless, odorless and tasteless gas, produced by incomplete burning of such fuels as oil, coal, natural gas, kerosene or wood. CO can build up in enclosed areas and cause severe illness and even death. Be alert for these signs of CO poisoning:

- Headaches
- Sleepiness
- Dizziness
- Tight chest
- Weakness
- Fluttering heart
- Nausea
- Loss of muscle control
- Confusion

When you suspect CO poisoning, take everyone outside into the fresh air. Call 911 and provide medical attention to victims immediately.



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