



The Pipeline Safety Pulse

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A message from Richard Delaney



We are approaching August 11th (8/11 Day) and we need your help. Every day, many responsible contractors, homeowners and municipalities notify us prior to starting a project that may impact our facilities (gas and electric). National Grid and our partners work diligently to mark out buried utility lines and work with these partners to ensure their projects are done safely and no impacts are made to our assets. The big challenge – and where we need your help – is getting the word out to those who don't notify the 811 center or aren't even aware they should.

Every year we have numerous damages to both gas and electric assets that can be prevented. Spreading the word on 811 and the process is where we can all help. Please become an advocate for National Grid and the 811 process in all you do. Share the message with family members, friends and neighbors. We can provide you with information, handouts and other materials to help you. Driving down all damages is our goal. It is important in controlling costs for our customers and keeping everyone safe.

Join us in becoming an 811 advocate!

Richard Delaney
Vice President, Gas Pipeline Safety & Compliance

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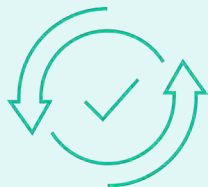




Company
news



New monthly series in the Key to GPSC app



The Gas Pipeline Safety & Compliance team has launched a new monthly video series: **Toolbox Talks: Back to Basics**.



Designed to reinforce essential gas pipeline safety principles and prevent complacency in routine tasks, the series features short conversation guides for team discussions and brief, engaging videos.

Help strengthen our culture of safety awareness and accountability. View the [Toolbox Talks: Back to Basics materials](#).

What is it?

In our **Key to GPSC app**, to keep safety and compliance front and center, we launched a monthly **Toolbox Talks** series called **Back to Basics**. This initiative helps us refocus on the core principles of safety and compliance – because even routine tasks carry risks when we become complacent.

Our goals:

- Stop normalizing risk in common tasks
- Prevent serious injuries and fatalities
- Share essential gas pipeline safety and compliance info across the Gas Business Unit
- Strengthen our culture of compliance, awareness and accountability

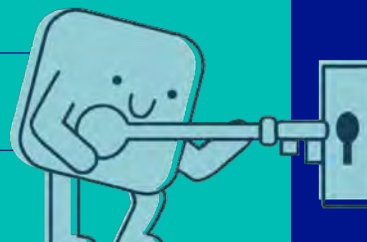
What to expect each month:

- **Week 1:** A short, easy-to-use conversation guide for team discussions.
- **Week 3:** A quick, engaging video to reinforce the topic.

For more information, email
box.KeyToGPSC@nationalgrid.com.



Located in the "Compliance Updates" section of the app.



Download the
Key to GPSC
app here!



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Safety
awareness



National 811 Day (August 11)

Safe digging starts with us

At National Grid, safety is our top priority – and **National 811 Day** is a timely reminder that safe digging starts with us. Whether supporting major infrastructure upgrades or small residential projects, every dig begins with the same first step: **Contact 811 before breaking ground.**

Marking underground utilities helps protect:

- Coworkers, contractors and customers
- Critical infrastructure, including gas mains and electric lines
- Our communities from outages, injuries or worse

811 in our service areas

- **New York** has two regional 811 centers:
 - **NY 811** – Serving **New York City and Long Island**
Call 811 or visit [NewYork-811.com](https://www.NewYork-811.com) for ticket requests and resources.
 - **UDigNY.org** – Serving **Upstate New York**
Call 811 or visit [UDigNY.org](https://www.UDigNY.org) for ticket requests and resources.
- **Massachusetts:** Call 811 or visit [DigSafe.com](https://www.DigSafe.com) to submit a Dig Safe® request.



Know what's below.
811 before you dig.

After a request is submitted, utilities will locate and mark underground lines. Once the lines are marked:

- Hand dig to visually verify marked utilities before digging begins.
- Respect the tolerance zone: 24" New York and 18" in Massachusetts.
- Use proper tools and techniques, especially near marked facilities.

Reinforce the message

As employees of National Grid, you are often the first point of contact in the field or the community. Use your voice to:

- Remind contractors and customers: **Contact 811. Every dig. Every time.**
- Educate newer employees or partners about local 811 procedures.
- Share lessons learned from past dig-in incidents during tailboards and team huddles.

Safe digging isn't just a public reminder, it's a core part of our work. Let's keep leading the way in preventing damage, protecting lives and ensuring system reliability.

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





Heat safety for utility workers



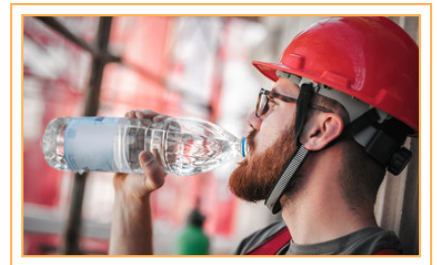
As summer temperatures soar, so does the risk of heat-related illnesses for those working outdoors or in confined spaces. Utility workers are especially vulnerable, as the physical nature of our jobs and the need for personal protective equipment (PPE) can intensify heat stress.

To protect yourself and others:

- **Hydrate often.** Drink water consistently, not just when thirsty.
- **Take breaks** in shaded, air-conditioned or cool areas.
- **Know the signs** of heat exhaustion: dizziness, nausea, headache and/or rapid heartbeat.
- **Check on coworkers** and encourage open conversations about symptoms.

Don't push through the heat: **Speak up if you're feeling unwell!** Awareness and action can prevent serious incidents. Let's stay cool, hydrated and heat-safe all summer long.

Personal
safety



National Lineworker Appreciation Day



On **July 10**, we proudly honored the skilled professionals who power our communities: the dedicated **lineworkers** of National Grid. From storm restoration and routine maintenance to system upgrades and emergency response, their work keeps the grid resilient, safe and reliable.

Lineworkers operate in challenging conditions – often high above ground or in extreme weather – and their efforts are essential to delivering uninterrupted service.

Thank you, lineworkers, for all you do! Your work keeps the lights on and our lives moving forward.



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Gas infrastructure maintenance



Safety built in

Behind the scenes, National Grid's gas teams work tirelessly to ensure our infrastructure remains safe, efficient and up to code. Regular maintenance is key to preventing problems before they happen.

Why maintenance is essential:

- ✓ Identifies early signs of wear, corrosion or potential leaks
- ✓ Minimizes system disruptions and emergency repairs
- ✓ Ensures we remain compliant with federal and state safety standards
- ✓ Strengthens reliability during peak usage periods

From **valve checks and main replacements** to **meter inspections and cathodic protection surveys**, every proactive task reinforces our commitment to safety.

Infrastructure maintenance may be invisible to most, but it's foundational to the secure delivery of energy every day.



Energy
efficiency



Summer energy efficiency tips

As the summer heat intensifies, so does the demand on our energy systems. Encouraging smart, energy-saving habits helps reduce peak loads and supports both sustainability and affordability.

Easy tips to share with customers and coworkers:

- ❑ **Raise AC thermostats** 3 to 5°F when away from home.
- ❑ **Use ceiling fans** and close curtains during peak sun hours to reduce AC use.
- ❑ **Seal air leaks** with caulk or weatherstripping to prevent cool air from escaping.
- ❑ **Avoid heat-generating appliances** during the day – run dishwashers and laundry at night.
- ❑ **Unplug electronics and chargers** when not in use to eliminate phantom power draw.

Sharing tips through field conversations, social media and community outreach amplifies our impact. Small changes make a big difference during high-demand months.



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Customer safety communication

Be the voice of safety

As utility employees, we are some of the most trusted messengers when it comes to gas safety – and **our voices can save lives.**

Key safety reminders to share with customers:

- ✓ **Smell gas. Act fast. Leave immediately.** Then call 911 or National Grid from a safe location.
- ✓ **Know the signs of a leak:** rotten egg odor, hissing or roaring sounds, dirt blowing into the air, bubbles in water or dead vegetation.
- ✓ **Never try to locate or fix a gas leak.** Always report it right away!

Whether you're visiting a site, talking with neighbors or assisting in a public outreach event, your guidance can make a lasting impact. The public listens when we speak – and when it comes to gas safety, **every conversation counts.**

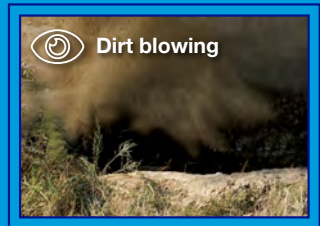
Safety awareness



Dead or dying vegetation



Dirt blowing



Water bubbling

