

nationalgrid

430 Boston Street, Suite 103  
Topsfield, MA 01983

You live or work near a high-pressure natural gas pipeline.  
Federal regulations require us to send you this important gas safety information.

Visit [nationalgridus.com](https://nationalgridus.com) and connect with us on    

#14891 97696 MA

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# Help us protect your community.

You live or work near a National Grid natural gas transmission pipeline. We're doing our part to ensure pipeline safety. Please help us prevent gas leaks, fires and explosions by following the safety tips inside.



Know what's below.  
811 before you dig.



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[nationalgridus.com](https://nationalgridus.com)



Save this **gas emergency number** in your phone and keep it handy:

**1-800-233-5325**



## We are committed to your safety.

National Grid's natural gas pipelines transport natural gas safely and efficiently to our customers throughout New York and Massachusetts, as well as to liquefied natural gas (LNG) storage facilities in Dorchester, Haverhill, Lynn, Salem, South Yarmouth, Tewksbury and Wareham.

We have a longstanding history as a safety partner, and we are proud of our many initiatives to protect you and your community:

- We continually test, inspect and repair our natural gas pipelines.
- We monitor our pipelines 24/7 for potential gas leaks.
- We conduct training and drills with emergency responders to prevent and prepare for gas emergencies.
- We educate excavators and the public about digging near gas pipelines.
- We provide gas safety education programs to local schools.
- We identify and manage risks to our gas pipelines, especially those in high-consequence areas. For an overview of our pipeline Integrity Management Program, please visit [nationalgridus.com](https://nationalgridus.com).



Despite our efforts, **gas leaks may occur that could lead to catastrophic fires or explosions.** We need your help to prevent pipeline damage and reduce the risk of dangerous leaks. Learn what YOU can do, inside. ➔

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。

זהו אזהרה חשובה. אנא תרגמו אותה.  
এটি একটি গুরুত্বপূর্ণ বজ্রপত্রে অনুগ্রহ করে এটি অনুবাদ করুন।  
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.  
טעזערעביא עטיב. געזאגט עקטיווי א זיא סאד



Please share this brochure with your family and coworkers.

Produced by Culver Company, LLC for National Grid  
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Natural gas pipeline markers are generally yellow and black. They're placed near pipelines but not necessarily directly on top of them.

If you notice any type of suspicious activity or excavation occurring near a pipeline marker, call the National Grid emergency number on the marker immediately.



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 carry LNG over roads and interstate highways to deliver LNG to acceptance sites, where we re-gasify and deliver it through our pipelines during periods of high demand.



# Spread the word: 811 before you dig.



Know what's below. 811 before you dig.

## Be sure you and your hired contractors follow these steps for safe excavation:

- 1 **Plan your project and pre-mark your dig area** with white paint, flags and/or stakes.
- 2 **Call 811 or make an online request at least 72 hours before digging,\*** excluding weekends and legal holidays – it's the law! This free service will arrange for the marking of buried utility lines in your dig area.
  - Always notify the 811 service, even if your job is small or shallow or you think you know where lines are buried.
  - Dig Safe®: **811** or **1-888-DIG-SAFE (344-7233)** | **digsafe.com**
- 3 **Wait the required time for utilities to locate and mark their lines.** Never assume ANY area is free of underground utility lines. Do not dig until all utility lines have been marked or you have been informed that the area is clear to dig.
- 4 **Respect the marks when digging.** Gas lines are marked with yellow paint or flags. Physically locate marked gas lines by hand digging.
- 5 **Dig with care** and follow hand-excavating rules. When digging within two feet of either side of the marks, make sure you or your contractor use only small hand tools – not mechanical excavation equipment. If you encounter a cast iron gas pipe at any point in your excavation, stop digging and notify National Grid immediately at **1-800-233-5325**.
- 6 **Call 911 and National Grid if you make ANY contact with a natural gas line,** even if you just nick the pipeline or damage its coating.

If your excavation will cross a cast iron gas main or run parallel nearby, notify the 811 service and National Grid well in advance. Cast iron gas mains in our Northeast communities may become dangerously compromised when the earth near them is moved in any way.

## Locate major pipelines near you.

Pipeline markers show the general route of National Grid's buried high-pressure transmission pipelines. Look for these markers at railroad crossings, fence lines and street intersections. **If you suspect a natural gas leak or see any suspicious activity or excavation occurring near a pipeline marker, immediately call the National Grid 24-hour emergency phone number on the marker.**

You can also find high-pressure transmission pipelines and the name(s) of the pipeline operator(s) near you through the National Pipeline Mapping System (NPMS) at <https://www.npms.phmsa.dot.gov>.

Pipeline markers do not indicate the exact depth or location of transmission lines and are not present in all areas. And neither aboveground markers nor NPMS maps show the location of distribution main lines or service lines that carry natural gas to homes and businesses. So never use pipeline markers or maps as a substitute for contacting **811** to have all utility lines in your dig area located and marked.



## Help keep National Grid's rights-of-way safe and clear.

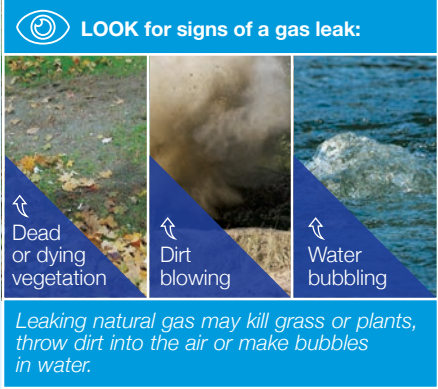
We ask for your help in keeping our pipeline rights-of-way free of construction activities, obstructions and vegetation. Clear rights-of-way allow us to conduct regular pipeline inspections and maintenance. They also provide visibility for aerial pipeline patrols and gas leak detection.



# Suspect a gas leak? Avoid sparks, evacuate and call 911.

## 1 Recognize gas leak warning signs.

- SMELL** – Natural gas is colorless and odorless. A distinctive, sulfur-like odor is added so that you'll recognize it quickly. This odor may fade, and not all transmission lines are odorized. So don't rely on your nose alone to detect a leak.
- LOOK** – You may see dead or dying vegetation (in an otherwise moist area) over or near a pipeline, dirt blowing into the air from a hole in the ground or continuous bubbling in water. A damaged connection to a gas appliance or gas pipelines exposed by fire or floods may be sources of leaks.
- LISTEN** – You may hear an unusual noise like roaring, hissing or whistling as gas escapes from a pipe.



Leaking natural gas may kill grass or plants, throw dirt into the air or make bubbles in water.

## 2 Warn others and immediately leave the 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.
- BEWARE:** A spark from any of these items could ignite leaking gas, causing a fire or explosion.



Danger! A spark from a match, lighter, garage door opener, light switch, cell phone or other electrical device can ignite leaking gas.

## 3 Report the leak to 911 and National Grid.

- **Be the one to call 911.** Do NOT assume your neighbor, landlord, super or someone else will call.
- From a safe location, dial **911** and call National Grid's gas emergency number at **1-800-233-5325**. Provide the exact location, including cross streets, and let us know if sewer construction or digging activities are going on in the area.
  - Do **NOT** return to the leak area to inform emergency personnel about it. They will identify the source of the leak based on the information you provide by phone.
- Do **NOT** go back inside your home or building until National Grid personnel say it is safe to return.



Once evacuated and in a safe location, call **911** and **National Grid** to report a suspected gas leak or possible pipeline damage – no damage is too small to report.



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



For 24/7 gas emergency service, call **911** and **1-800-233-5325**.



## Learn more online:

- Massachusetts | [nationalgridus.com/MA-Gas-Home/Natural-Gas-Safety](https://nationalgridus.com/MA-Gas-Home/Natural-Gas-Safety)
- Pipeline and Hazardous Materials Safety Administration [primis.phmsa.dot.gov/comm/GeneralPublic.htm](https://primis.phmsa.dot.gov/comm/GeneralPublic.htm)
- Pipelines and Informed Planning Alliance [primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm](https://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm)

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