



Pipeline safety considerations for your facility safety plan



National Grid operates natural gas pipelines at or near your facility. Our distribution lines are located throughout neighborhoods and supply natural gas to run appliances in homes, businesses and schools. Please review the following information with facility safety contacts and consider including or referencing it in your facility safety plan.

- **Provide staff with a map or description of the physical location of National Grid pipeline(s) serving your facility, including distance and direction from buildings. Use photos or references to National Grid pipeline markers, valves, gas service lines and meters as a way to identify general pipeline locations.**



Pipeline markers indicate the approximate, but not exact, location of our pipelines. These markers identify National Grid as the pipeline operator and list our emergency phone numbers and the product being transported. *Valves* control the flow of gas in our pipelines and should only be operated by trained utility personnel. *Gas meters* connect *service lines* and customer-owned piping that attaches to gas appliances.



- **Train staff and provide reference information regarding gas leak recognition.**

Because natural gas does not have an odor, we have added a harmless odorant known as mercaptan. Its distinctive, sulfur-like smell helps in gas leak detection. However, this odor may fade, and not all transmission lines are odorized, so don't rely on your nose alone to detect a gas leak. Be alert for other warning signs as well:

- 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



► **If you suspect a gas leak, leave the area and call 911 and National Grid at 1-800-233-5325 from a safe location.**

Leave the area of the leak in an upwind direction and warn others to stay away. Until you are a safe distance away, do not operate any device that might create a spark, including matches, lighters, cigarettes, vape pens, light switches, garage door openers, vehicles or anything electrical – not even a phone. Stay away from the area until National Grid personnel say it is safe to return. (Determine how and where to evacuate based on your facility protocol.)

► **Review detailed pick-up/drop-off locations for your facility.**

Pick-up and drop-off locations may cross nearby natural gas pipelines and should be avoided during any type of evacuation due to a natural gas pipeline emergency.

► **Know the National Grid emergency number.**

Call us 24 hours a day at **1-800-233-5325** to report a potential natural gas leak or any other National Grid-related emergency.

► **Know what's below. 811 before you dig.**

Be alert to any public construction or excavation on or near your facility grounds. Be sure that any excavator working on your property has contacted Dig Safe®: Dial **811** or visit **DigSafe.com** to arrange for marking of buried natural gas lines and other utilities before digging begins. **It's the law!**



**Know what's below.
811 before you dig.**



Emergency response planning and coordination

Natural gas emergencies require immediate and coordinated response between your facility personnel, National Grid and local emergency responders. Initially, facility staff will be focused on notifications and executing evacuation or shelter-in-place procedures if needed.

Local first responders will initially focus on securing the area, assessing the scene and responding to immediate medical and safety needs.

National Grid personnel on-site will restrict the flow of natural gas and take additional actions to minimize the impact of the emergency and to protect your facility staff and the public.

For additional natural gas safety information, please visit **nationalgridus.com/MA-Gas-Business/Natural-Gas-Safety**.



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

In a gas emergency, call 911 and National Grid 24 hours a day, 7 days a week at 1-800-233-5325.



Always **call 911** if you suspect a gas leak!

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。

זהו אזהרה חשובה. אנא תרגמו.
এটি একটি গুরুত্বপূর্ণ বজ্রপ্ৰতি অনুগ্রহ করবে এটি অনুবাদ করবেন না।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
সাধাৰণত এটি গুৰুত্বপূৰ্ণ সূচনা। অনুবাদ কৰিবলৈ অনুগ্রহ কৰিব।