



Tips of the trade

Welcome to National Grid's Tips of the Trade for first responders. These tips are intended to help you respond safely and effectively to incidents involving electricity. Please review them with your team.

Vehicle-pole contact



As an emergency responder, you are typically first on the scene for vehicle accidents. When those accidents involve downed power lines resulting from vehicle-pole contacts, understanding the proper protocol can help you respond more effectively and reduce the risk of electrical shock.



For more safety information, visit National Grid's first responder utility safety website.

[Visit now](#)

Assume all power lines are energized and potentially dangerous

- Stay away and secure the area.
 - Do not enter, touch or even approach the vehicle.
 - Keep emergency personnel and the public a safe distance away from the downed line and anything it is touching.
 - **Distribution lines: at least 30 feet away**
 - **Transmission lines: at least 100 feet away**
- Call National Grid immediately.
- If occupants are not in imminent danger from fire or other hazards, instruct them to remain inside and to:
 - Drive the vehicle away from the line if the vehicle can be moved safely.
 - Stay put if the vehicle cannot be safely moved.
 - Remain in the vehicle until utility personnel give the all clear.
- If occupants are in imminent danger from fire or other hazards, instruct them to:
 - NOT touch the vehicle and the ground at the same time.
 - Jump clear of the vehicle and land with their feet together.
 - Shuffle away with small steps, keeping both feet together and on the ground at all times.

For more first responder safety information, visit firstresponder.ngridsafety.com.

To report emergencies, **call 911** and **National Grid** immediately. Always **call 911** if you suspect a gas leak!



Know what's below.
811 before you dig.

In case of electric emergencies:

Upstate New York:
911 and 1-800-867-5222

Massachusetts:
911 and 1-800-465-1212

IMPORTANT TERMS AND CONDITIONS – PLEASE READ PRIOR TO USE.