

## Our Commitment to Safety

National Grid operates over 35,000 miles of natural gas pipeline within Massachusetts, Rhode Island and New York. We provide safe and reliable natural gas service to more than 3.5 million customers throughout those regions. Safety is the natural gas industry's top priority. The industry spends millions of dollars each year to maintain the gas distribution system's excellent safety record. We work very closely with industry and government agencies on a variety of measures used to ensure pipeline safety including:

- Coordination with local One Call Centers - Dig Safely New York
- Visual inspection programs
- Design and construction techniques
- Workforce training
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Public education programs

Training and periodic drills are also conducted with emergency responders to prevent and prepare for emergencies. These exercise test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated, and made available to state authorities.

## Smell Gas. Act Fast.

National Grid is required by federal and state regulations to inspect and maintain our delivery, pressure control and gas metering equipment. In many cases, this equipment is located outside your home or business, and this work can be performed without notice or inconvenience to you. However, if your gas meter is located inside your home or business, we will need access to the meter and gas service entry to perform these mandated inspections.

We ask that you keep the area around the gas meter clear and free from debris. Storing boxes or other items in the path of the meter may deny access to the main shut off in the event of an emergency or may interfere with our ability to complete mandated inspections and maintenance. In addition, we are required to replace gas meters periodically. This may require a temporary interruption of your gas service while the meter is being changed. Our employee will also need to gain access to your gas meter and appliances in order to restore your gas service.

There is never a charge for any mandated inspection or maintenance of National Grid's equipment, and all our employees and contractors carry Identification Cards. We urge you to ask to see them. If you have any questions or concerns about anyone contacting you claiming to be from National Grid, call us at: **1-800-892-2345**.

### **Gas theft is not only illegal and dangerous, it's a crime!**

Thieves who steal energy by tampering or bypassing meters or piping put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-642-4272**. All information will be kept confidential.

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nationalgrid

# NATURAL GAS PIPELINE SAFETY

**Your actions can be just as important as ours.**

## Smell Gas. Act Fast.

**For gas emergency service in Upstate New York  
24 hours a day 7 days a week call:**

**1-800-892-2345 or 911**

**Dig Safely New York**

**811 or 1-800-962-7962**

**[www.digsafelynewyork.com](http://www.digsafelynewyork.com)**

**Multi-family, apartment or business complex owners, please post.**

See "select language" link at [nationalgridus.com](http://nationalgridus.com)

Vea el enlace «seleccionar idioma» en [nationalgridus.com](http://nationalgridus.com)

Voir le lien « sélectionner la langue » sur [nationalgridus.com](http://nationalgridus.com)  
Vedere il collegamento "seleziona lingua" su [nationalgridus.com](http://nationalgridus.com)

Ver a ligação "selecionar língua" em [nationalgridus.com](http://nationalgridus.com)

См. ссылку "Выбрать язык" на сайте [nationalgridus.com](http://nationalgridus.com)

Xem liên kết "lựa chọn ngôn ngữ" tại [nationalgridus.com](http://nationalgridus.com)

Please keep this information for future reference and share with family, friends, tenants or others that may be in your housing or business complex.

**Smell Gas.  
Act Fast.**  
Call National Grid  
or 911 immediately!



Whether you are at home, at work, or in a public place, it's likely you are in an area served by natural gas pipelines. These pipelines quietly, reliably and efficiently deliver natural gas every day to our customers.

Like all forms of energy, natural gas must be handled properly. Despite the industry's excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite.



Many pipelines are underground in public areas. Line markers are sometimes used to indicate the approximate location, but not depth. The markers display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency. It is important to be familiar with the characteristics of natural gas and be prepared to react quickly and properly to ensure your safety and the safety of your family and coworkers.

## Using Your Senses

A gas leak is often recognized by smell, sight or sound.



**SMELL** - Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly. However, not all transmission lines are odorized.



**SIGHT** - You may see a white cloud, mist, fog or bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.



**SOUND** - You may hear an unusual noise like roaring, hissing or whistling.

## What You Should Do if You Suspect a Leak

**MOVE** to a safe environment.

**CALL** us at **1-800-892-2345** or call **911**.

**DO NOT** smoke or operate electrical switches or appliances. These items may produce a spark that might ignite the gas and cause an explosion.

**DO NOT** assume someone else will report the condition. Provide the exact location, including cross streets. Let us know if sewer construction or digging activities are going on in the area.

## Know What You're Digging Into

The greatest risk to underground natural gas pipelines is accidental damage during digging and excavation. Excavation damage accounts for almost 60 percent of all reported pipeline incidents. Even minor damage such as a gouge, scrape, dent or crease to a pipeline or its coating may cause a leak or failure.



To protect pipelines and other underground facilities, the law requires that all excavators contact the local One Call Center —

Dig Safely New York (**811** or **1-800-962-7962**), before excavation work begins on public or private property. The One Call Center will contact the owners of underground facilities in the immediate area so the location of pipelines can be marked prior to any digging or excavating. This service is performed at no cost to you.

Underground pipelines often run along a public street, but may also be under private property. The area along each side of the pipeline is known as a right-of-way, which gives the facility owner the "right" to restrict certain activities, even on private property. Right-of-way locations must be respected and are usually marked on maps filed with local municipalities. The One Call Center can provide anyone digging with specific details regarding precautions required in addition to having the location of underground facilities marked. Failure to comply with the law can jeopardize public safety, and can result in costly damages, injuries, and substantial fines.

**Always call 811 before any digging project.  
It's not only the right thing to do, it's the law!**