



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 residential, commercial and industrial 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 their approximate location. 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 for you 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. 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 immediately.

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.

If you smell something, say something!

Know What You're Digging Into

The greatest risk to underground natural gas pipelines is accidental damage during 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 Safe® (**811** or **1-888-DIG-SAFE 344-7233**), 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 excavation. 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 excavators 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, result in costly damages and lead to substantial fines.

Our Commitment to Safety

National Grid operates almost 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 3.2 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 Safe®
- 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 exercises test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated, and made available to state authorities.

An Important Safety Message

Your home or business may be served by several underground utilities, such as gas, water and sewer pipes, and perhaps electric, telephone or fiber optic cables, and they may run down the street or on a right-of-way. Unfortunately, some sewer lines may not be clearly identified making them difficult to locate.

If you have a sewer blockage, please have a professional inspection of your sewer using a camera to verify the nature of a blockage before attempting to clear it. Many sewer cleaning and plumbing contractors have this equipment.

When a sewer blockage is cleared with mechanical clearing tools, there is a risk of cutting through a live electric line, a fiber cable or a water or natural gas pipe that may have accidentally broken the sewer line during trenchless construction. It is certainly a risk to avoid.

Please contact National Grid at **1-877-370-5047** to safely remove the line. If a utility line has caused the blockage, the utility will remove the line and make repairs at its expense.

Please keep this information for future reference and share with friends and family.

Visit National Grid's safety website for First Responders:
firstresponder.ngridsafety.com.

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nationalgrid

HERE WITH YOU. HERE FOR YOU.

New England

Natural Gas Pipeline Safety

Your actions can be just as important as ours.



**For Gas Emergency Service
24 Hours a Day 7 Days a Week Call:**

Massachusetts 1-800-233-5325

Rhode Island 1-800-640-1595

**Dig Safe® 811 or 1-888-DIG-SAFE (344-7233)
www.digsafe.com**

This is an important notice. Please have it translated.

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Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.*

*Questa è un'informazione importante.
Si prega di tradurla.*

**ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VỊT LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY**

**Это очень важное сообщение.
Покалуйста, попросите чтобы
вам его перевели.**