

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 3.2 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:

- 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.

We Need Your Help!

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 homes or businesses, and this work can be performed without notice or inconvenience to anyone. However, if the gas meter is located inside a home or business, we will need access to the meter and gas service entry to perform these mandated inspections. Please help us communicate this message to your constituents.

We are asking for your assistance to request that you and your constituents 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 the gas service while the meter is being changed. Our employees will also need to gain access to the gas meter and appliances in order to restore gas service.

There is never a charge for any mandated inspection or maintenance of National Grid's equipment and all our employees and contractors working for us carry Identification Cards. We urge you and your constituents to ask to see them. For any questions or concerns about anyone contacting you or your constituents claiming to be from National Grid, please call us at: **1-800-233-5325** (MA) or **1-800-322-3223** (RI).

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

CM4422 NE PO (10/15)/10053

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 or 911

Rhode Island 1-800-640-1595 or 911

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

**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.

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

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

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.





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, 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 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 at **1-800-233-5325 (MA)**, **1-800-640-1595 (RI)** 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.

Smell Gas. Act Fast.

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.