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nationalgrid energy in action

for our gas customers

Partner with us on gas pipeline safety.

Natural gas has become a trusted source of energy because it's reliable and efficient. And over the years our industry is showing an excellent safety record. But like all forms of energy, natural gas needs to be respected and handled properly.

When out in public, you may see a yellow-colored natural gas marker. It says there's a buried gas pipeline nearby and tells the gas company name and phone number. There are also many underground pipelines that are not marked.

The unexpected can happen. A pipeline can be accidentally damaged during construction or other digging. Damaged pipes can leak gas and create a potentially serious hazard. Please be alert to the signs of a gas leak and help keep our communities safe.

By smell, sight and sound.

Most natural gas has an odor added to it that is harmless but smells like spoiled eggs. If you **smell** gas, and if you are outdoors and **see** a white cloudy mist, bubbles in standing water or blowing dust, and/or **hear** a hissing, roaring or whistling sound it could be a gas leak.

If you think there's a gas leak:

- ◆ Move to a safe area.
- ◆ Do not smoke or do anything to create a flame.
- ◆ Do not turn on light switches or electrical equipment.
- ◆ Call National Grid immediately at **1-800-640-1595**.
- ◆ Don't assume someone else will call. Please call us.
- ◆ Tell us the exact location, including cross streets.
- ◆ Tell us if you noticed construction or digging activities in the area.

Always call before you dig.

Even minor damage to a pipeline can cause a gas leak. Both homeowners and professionals in Rhode Island must call the **Dig Safe**® center at least three business days before starting any excavation project. That number is **811** or **1-888-344-7233** (DIG-SAFE). Then wait for the area to be marked so you can dig with care and avoid underground utility lines. Failure to comply with this law can risk lives. There's no charge for the service.

Safety is our top priority.

National Grid works with industry groups and state regulators on methods and programs to keep our natural gas distribution safe. We constantly invest in new technology for the design, construction, inspection and operation of our system. We coordinate with federal, state and local authorities. We train our field workers and drill with emergency responders.

Natural gas energy is and will continue being safe, reliable and affordable. Help our communities by using natural gas properly, being alert and calling **Dig Safe** before you dig. Help by doing your part for natural gas pipeline safety.



Gas Emergency: **1-800-640-1595**

24 hrs/day ◆ 7 days/week ◆ 365 days/yr

nationalgrid

THE POWER OF ACTION



Let's connect for money-saving tips, rebates and special promotions. When you provide us with your email address, we can share information that can help you save on your monthly energy bills. Visit nationalgridus.com/connecttoday to sign up.

Pipelines on private property.

Natural gas pipelines run under public streets and sometimes under private property. For safety reasons, *right-of-way* laws can give pipeline owners the right to restrict certain activities near pipelines. Maps of right-of-way are filed with local municipalities.

Late paying your bill?

We can design a **Payment Arrangement** together that won't affect your credit rating and stop collection activity on past due and current gas bills. The amount you owe will be spread over time. If you think this might help you call **1-800-870-1664**.

TTY for deaf and speech-disabled customers.

People who use text telephones can call us about service, billing, or to report an emergency. Dial **711** for the **Relay Service**.

We can help you help them.

Our free **Third Party Notification** program tells you when a friend or relative's bill payment is overdue, including any collection notice. You are not held responsible for payment of their bills.

Remember the rebate.

Did you know National Grid has energy efficiency programs to help every single customer in Rhode Island? It's true – you can use less energy and save. We make it easy to choose a program on our website, and you'll be on your way to saving money and energy. Visit powerofaction.com/ri.

Hands off – everything off – gas pipes.

Never hang clothes or anything else from gas pipes. Added weight could loosen or break joints and fittings which might trigger an unsafe condition.

Pets and meter readers don't mix.

Sometimes our employees and contractors meet angry, potentially dangerous pets. If you know we will be visiting your home, please restrain your pets. Thank you.

Be ready for hurricanes and severe storms.

Our underground gas pipelines are safe against wind and flying debris. But customers should remember that severe storms can damage trees and property, putting exposed gas pipes and meters at risk. Flooding may also affect gas equipment or appliances.

Unless advised by National Grid, do not shut off your natural gas. If you suspect a gas leak, by **smell, sight** and/or **sound**, call National Grid's gas emergency number at **1-800-640-1595**. Move to a safe area before you call.

Customers should prepare for severe storms by keeping a few important items handy.

- ◆ Be ready with a flashlight and fresh batteries.

- ◆ Keep a battery-powered radio on hand to listen for emergency information.
- ◆ Buy extra food, water and a camp stove for cooking. Don't use charcoal grills indoors.
- ◆ Stock extra medicine, baby items and first aid supplies.
- ◆ If you know a storm is coming, be sure your cell phone is well-charged.
- ◆ Check that your fire extinguisher, carbon monoxide detector and smoke detector are working properly.



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

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

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