

Natural Gas Pipeline Safety

Your actions can be just as important as ours.

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 for use by 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, 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.

Know What You're Digging Into

Whether you are digging a fence post or planting a tree, 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 888-344-7233), 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

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

In the Greater Boston Area
1-800-233-5325

for all other areas of Massachusetts
1-800-548-8000

In New Hampshire
1-800-833-4200

In Rhode Island
1-800-640-1595

www.nationalgridus.com

Call Before You Dig. Contact Dig Safe® at:

811 or 1-888-DIG-SAFE (344-7233)
www.digsafe.com

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

Safety is the natural gas industry's top priority. The industry spends billions of dollars each year to maintain the gas distribution system's excellent safety record. We work with industry peer groups and state regulators on methods and programs designed to ensure the safe operation of the natural gas distribution system. And, as new technologies are developed in pipeline design, construction, inspections and operations, we will continue to invest in pipeline integrity programs, ensuring safe and secure delivery of natural gas.

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.

Additional information can be obtained through the following organizations:

National Pipeline Mapping System
(www.npms.phmsa.dot.gov)

Pipeline and Hazardous Materials
Safety Administration
(<http://primis.phmsa.dot.gov/comm/GeneralPublic.htm>)

An Important Safety Message

Trenchless Utility Construction & Sewer Clogs

Your home or business is probably served by several underground utilities, such as gas, water and sewer pipes, and perhaps electric, telephone or fiber optic cables. Even if you do not have all these lines serving your building, they may run down the street or on a right-of-way. Remember to call Dig Safe (**811** or **888-344-7233**) before beginning any digging project to have the utilities' lines mapped out. Unfortunately, in most states sewer lines may not be clearly identified making them difficult to locate.

Why is Sewer Damage during Trenchless Construction Especially Important?

Most sewer blockages are due to tree roots, grease or other routine clogs. In some rare instances, a sewer blockage may follow trenchless construction. The fact that a damaged sewer can take a long time to become blocked means that the excavator who may have caused the damage is long gone from the location. When a sewer blockage is cleared with mechanical clearing tools, there is a risk of cutting through a live electric line, a fiber cable, a water pipe or natural gas pipe that may have accidentally broken the sewer during trenchless construction. Cutting through an electric line or natural gas pipe while clearing a sewer is certainly a risk to avoid.

What if I Have a Clogged Sewer?

The best suggestion is to 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.

What if a Pipe or Cable is Seen in the Sewer Line?

Please call National Grid at **877-370-5047** to safely remove the line and repair the sewer. These are rare situations, but they present a serious risk if ignored. If a utility line has caused the blockage, the utility company will remove the line and make repairs at its expense.

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For additional safety information, please go to www.nationalgridus.com.

Please keep this important information for future reference.
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Questa è un' informazione importante, si prega
di tradurla.

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