

# Natural Gas Safety Connection

Gas Emergency **911** or call **1-800-233-5325**  
Customer Service **1-800-233-5325**  
**ngrid.com/gassafety**

## We're here for you with solutions to manage your energy bill.

Whether you're our residential or commercial customer, whether you own or rent, we offers ways to manage your bill, save energy, and find payment assistance if you need it.

See **ngrid.com/hereforyou**



## Smell gas. Act fast.

Use your senses to detect gas leaks. Gas leaks are often recognized by:

 **SMELL:** Natural gas is odorless. A strong odor similar to rotten eggs is added so you can detect it fast.\*

 **SIGHT:** Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. You may see blowing dust. Vegetation in the area may appear to be dying.

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

Call **911** or **1-800-233-5325**.

**\*Odor fade:** Your sense of smell isn't always the most reliable way to detect a gas leak. Sometimes physical and/or chemical processes can cause a loss of odorant in natural gas, making it undetectable by smell. Because of the possibility of odor fade, it's important to not rely only on your sense of smell to be alerted to a natural gas leak.

## The risk of carbon monoxide poisoning increases in winter months.

Carbon monoxide poisoning can occur at any time of the year and is more common during cold weather as we spend more time in enclosed spaces. Causes could include a malfunctioning heating unit or fuel-burning appliance, or a blocked chimney. Watch for these symptoms:

- Headache
- Shortness of breath
- Fatigue
- Nausea and dizziness

### Take action.

If you suspect carbon monoxide poisoning, go outside immediately and call **911** or our gas emergency number, **1-800-233-5325**.

### Tips to avoid carbon monoxide buildup.

- Schedule annual heating system checkups.
- Properly maintain and ventilate appliances. Have your chimney cleaned and checked every year.
- Keep your meter and all vents clear of brush and snow.
- Never heat your home or any building with a gas range.
- Never operate a generator indoors – even with a door or window open.
- Clearly mark gas meters that may be near the path of a snow plow.

## Stay safe at home with alarms.

Installing different kinds of alarms throughout your home can provide added protection for you and your family year-round.

- A **carbon monoxide (CO)** alarm sounds when this highly poisonous, colorless, odorless gas is present in the air.
- A **smoke alarm** senses smoke, indicating a possible fire.
- A **residential methane detector** signals methane in the air, indicating a gas leak.

Be sure to follow manufacturers' instructions for proper placement of these alarms and test them frequently.

## Inspect your pipes regularly.

As a natural gas customer, it is your responsibility to maintain and let us know about any gas lines that begin at the outlet of the gas meter and extend either above or below ground on your property. Buried gas lines need special attention because they can corrode or leak if not properly maintained. We recommend that you periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. If unsafe conditions are found, you should have the pipeline repaired immediately.

## Keep meters and vents clear of snow and ice.

Prevent ice and snow buildup around the fresh air and gas appliance exhaust vents, which may result in equipment malfunction and could cause dangerous carbon monoxide buildup.

- ✓ Use a broom to brush away snow and ice on the meter. Do not chip away at ice buildup.
- ✓ Watch for icicles above the meter, which could fall and damage the meter or pipes.
- ✓ Keep snow blowers and plows away from the gas meter to prevent damage.

## Excess flow valve notification.

Customers may request installation of an excess flow valve (EFV), a safety device that slows the flow of natural gas in the event of a service line break. An EFV is not required for normal operation of your gas line. In fact, you may already have an EFV installed. There is a charge for this service. Certain conditions must exist for this installation.

## Oven safety tips.

Whether for everyday home cooking or holiday meals and baking, it's a good time to share these oven safety reminders with everyone in your household.

- Use foil liners with caution. They can trap heat and create a fire hazard.
- If using foil in the oven, keep it at least 1½ inches from oven wall.
- Never cover gas oven racks, slots, holes or passages with foil.
- Watch for soot on any part of the oven surface – this could indicate carbon monoxide generation. Contact a qualified repair professional.

## Gas meter work in your community.

### What to know if your meter is due for replacement

As part of our commitment to providing safe and reliable gas service to you and the communities we serve, we are required by Massachusetts law to replace gas meters every seven years. Our technicians will be in your neighborhood for this important work.

For more information, please visit [ngrid.com/meterswap](https://ngrid.com/meterswap)

### Examples of buried gas lines include:

- Outside gas lighting
- Gas heaters for a pool or hot tub
- Natural gas barbecues
- Gas-fired generators
- Detached buildings with gas appliances



For more information, please email **NESales@nationalgrid.com** or call **1-877-MyNGrid (877-696-4743)**.



For your safety our technician will carry photo ID and follow all appropriate safety protocols.

### 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.  
Questa è un'informazione importante, si prega di tradurla.  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
مهم جرت ي جرت. مهم راطخا اذه.  
এটা একটা গুরুত্বপূর্ণ বজ্রপূর্তি অনুগ্রহ করে এটা অনুবাদ করে ননি।  
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.  
טצעערעביא עטיב. גאדנאָ עקיסטיוו אַ זיא סאָד