

nationalgrid

# Natural Gas Safety Connection

Gas Emergency **911** or call **1-800-233-5325**  
 Customer Service **1-800-233-5325**  
[ngrid.com/gassafety](https://ngrid.com/gassafety)



## We're Here to Help You Manage Your Energy Bill

We understand that managing energy costs can be challenging. If you're concerned about paying your energy bill, we offer payment plans and assistance options for eligible customers. Learn more at [ngrid.com/hereforyou](https://ngrid.com/hereforyou).



## Call 811 Before You Dig

Outdoor projects are a great way to enjoy the season, but digging without knowing what's below can be dangerous. Before starting any project—whether it's planting a tree or putting in a new deck—it's the law to call **811**. Calling before you dig is a simple way to prevent loss of life, injuries, and property damage.



**Dig Safe®: Call 811 or 1-888-DIG-SAFE (344-7233) or visit [digsafe.com](https://digsafe.com)**

## Excess Flow Valve Notification

We want you to feel informed about the safety options available to you. You may request an excess flow valve (EFV), which can help slow the flow of natural gas if a service line is damaged. An EFV is not required for normal gas service, and you may already have one installed. Please note that certain conditions must exist for installation and a service charge may apply.

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

## Smell Gas? Act Fast.

Take action in a gas emergency. Protect yourself and those around you by remembering these important safety tips:

- 1. Get Out:** All occupants should leave the house or building immediately. Please do not use the telephone or light switches for any reason.
- 2. Report a Gas Emergency:** After leaving the house or building and reaching a safe environment, call **911** or our gas emergency number: **1-800-233-5325**.
- 3. Stay Out:** Please do not return to your home or building until National Grid tells you it is safe.

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

- SMELL:** A strong odor similar to rotten eggs is added to natural gas so you can detect it fast.\*
- SIGHT:** Outdoors, you may see white clouds, 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.

### \*Odor fade:

*Because physical and/or chemical processes can cause loss of odorant, making it undetectable by smell, it's important to not rely only on your sense of smell to be alerted to a natural gas leak.*



**Never store flammables near your gas water heater or gas appliances.**

# Protect Your Home with the Right Alarms

Installing different kinds of alarms throughout your home can provide added protection for everyone in your household year-round.

- A carbon monoxide (CO) alarm sounds when the 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.



# Request a Service Disconnection Before Starting Major Projects

Leaving natural gas service connected during major renovation or demolition projects could cause injury, property damage, and/or lead to future undetected leaks.

Before work begins, contact us for a service disconnection and to obtain the required application to disconnect gas service and remove the gas meter.

Be sure to specify that you require a **disconnection**, rather than a **shutoff**, which is only used during tenant/owner transitions and not during major construction.

**Do not begin work until you receive a service line disconnect letter. Local municipalities often seek this before issuing a permit. An owner or contractor may apply for the letter on behalf of the property owner.**

*There are fees associated with disconnecting and reconnecting gas lines. It's the owner's or contractor's responsibility to obtain a disconnect letter.*



To request a service disconnection application, call Customer Service at **1-800-233-5325**.

# Inspect Your Pipes Regularly

To support safe and reliable gas service, you are responsible for maintaining any gas lines on your property that extend beyond the gas meter. This includes lines that run underground, which can be more difficult to monitor and may be vulnerable to corrosion or leaks.

We recommend periodic inspections by a licensed plumbing or heating contractor or a corrosion and leak detection specialist. If an unsafe condition is discovered, prompt repair is important to help prevent potential hazards.

**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



► **Keep your meter free and clear of vegetation.**



**Utility Worker Safety Reminder:** State laws are in place to help protect utility workers while they are performing their job duties. Causing physical injury to, or assaulting, a utility worker is punishable by law, and penalties include potential jail time.

**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 hãy dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
ہمچرت بجڑت مهم راطخا اذہ  
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।  
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.  
טענערעביא עסיב. גאנצא עקיסטיוו א זיא דאד