

# NATURAL GAS SAFETY CONNECTION

MASSACHUSETTS

Gas Emergency **1-800-233-5325** or call **911**  
Customer Service **1-800-233-5325**

## You can request installation of an excess flow valve.

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.

**Please note**, even if you request installation, certain conditions must exist for installation and there is a charge for this service.

For more information, we encourage you to visit **[nationalgridus.com/safety](http://nationalgridus.com/safety)**, then select the pipeline safety link located under the safety tab, and scroll down to the information on EFV.

## Helpful tips to maintain outdoor gas appliances.

Natural gas grills, patio heaters, fire pits and fireplaces, require regular inspection, cleaning and maintenance.

- Have a certified contractor run a gas line to your backyard porch or patio.
- Keep all natural gas outdoor appliances away from the sides of your house or any building.



For grills remember:

- Always start with a clean grill.
- Check the metal tubes that extend under each burner for signs of spiders and insects which like to nest in the tubes. This can block the gas flow and cause a fire. Look for models with spider guards to prevent this problem. Clean regularly.
- Make sure the gas grill is turned off or disconnected before cleaning.
- Use a small flexible brush to remove debris from the metal tube and a thin wire to gently clean the holes or ports of each burner. Never use a toothpick.

## Use your senses to detect a gas emergency.

Gas leaks are often recognized by:



**SMELL:** Natural gas is odorless. A pungent 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 and vegetation in the area may appear to be dying.



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

### What to do next:

If you smell gas, move to a safe area outside, including pets, and call **1-800-233-5325** or **911**. Never assume someone else will call.



## Call 811 before you dig.

Any time you (or a professional) plan landscaping that involves digging, call **811** at least two full working days prior to the start of your project not including weekends and holidays. Even if you think you know where pipes might be, landscaping changes and erosion may shift pipe locations.

Calling **811** is not only the right thing to do — it's the law and it's free.

After you call, representatives survey the area and mark existing underground utilities. This prevents unintended consequences, such as damage to natural gas and water pipes, service outages, personal injuries, potential fines and costly repairs.



## Summer is perfect for a heating checkup.

Regular maintenance of your heating system keeps it running safely and efficiently, while ensuring continued comfort throughout the year.

During a checkup, your repair professional may:

- Inspect and clean blower assembly (blower housing, blower wheel and motor).
- Lubricate motor and inspect and replace fan belt on older models.
- Inspect evaporator coil, drain pan and condensate drain lines. Clean as needed.
- Inspect for leaks in gas furnaces.
- Inspect burner assembly — clean and adjust as needed.
- Inspect ignition system and safety controls — clean and adjust as needed.
- Inspect heat exchanger or heating elements.
- Inspect flue system — check for proper attachment to the furnace, dislocated sections, and signs of corrosion. Replace if necessary.
- Inspect control box, associated controls, wiring and connections.
- Clean or replace air filter.
- Inspect conditioned airflow system (ductwork) — check for leaks.



Finally, follow up with National Grid if any unusual odors are detected.

*Make sure carbon monoxide detectors are working. Replace batteries annually.*

## Use caution near crews and work zones.



In an effort to keep the public, customers and our employees safe, we urge motorists and pedestrians to be cautious in and around work zones. Please adhere to traffic restrictions in those areas.

**Multi-family, apartment or business complex owners please share.**

**This is an important safety notice. Please have it translated.**

**See “select language” link at [nationalgridus.com](https://nationalgridus.com)**

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