

# Gas Safety Solutions

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



## Why did I get a meter change out notice?

National Grid is required by Massachusetts state law to remove and replace natural gas meters every seven years. This is to ensure safe and reliable service.

If your meter is scheduled to be replaced, you will be contacted by National Grid to schedule an appointment.

For more natural gas safety tips, go to [ngrid.com/safety](http://ngrid.com/safety).

## Recognize the signs of carbon monoxide poisoning.

Carbon monoxide poisoning is more common in cold weather. Causes could include a malfunctioning heating unit, fuel-burning appliance or a blocked chimney.

### Protect yourself from carbon monoxide poisoning by:

- Having heating appliances checked yearly by a professional.
- Installing UL listed CO detectors in the home.
- Never use gas range for heating.
- Never use generators inside the home or other indoor area.

Carbon monoxide is a colorless, odorless gas. Symptoms of carbon monoxide poisoning include: • Headache • Fatigue • Shortness of breath • Nausea and dizziness

### Signs an appliance may be producing carbon monoxide:

- Condensation on walls and windows • Sluggish house pets • Dying plants
- Residents feeling tired or suffering from flu-like symptoms

If you suspect carbon monoxide poisoning: GO outside immediately and CALL **1-800-233-5325** or **911**. Alarms give added protection. It's important.

## 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.

**\*Odor Fade:** Sometimes physical and/or chemical processes can cause a loss of odorant in natural gas, making it undetectable by smell. Odor fade can be caused by adsorption, absorption, oxidation or any combination thereof. 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.



**MOVE** your family and pets to a safe area outside, and call **1-800-233-5325** or **911**. Never assume someone else will call.

## Work zone safety – Respect the cones.

On average, over 700 fatalities occur in work zones each year. Commercial motor vehicle (CMV) and passenger vehicle drivers both need to be particularly careful while traveling through work zones. Trucks and buses have limited maneuverability and large blind spots, both of which make operating in these areas more challenging for them. In fact, large trucks are disproportionately involved in work zone crashes.

Prepare ahead if you know there is going to be work in the area that you travel. Be aware of all signage throughout the work zone — obey the signs, cones, workers and law enforcement. Remember to reduce your speed. Avoid distractions such as your cellphone, eating, drinking, the radio, GPS and conversing with other passengers.

This is not only for the safety of our workers but yours as well.



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

Ice and snow buildup around the fresh air and gas appliance exhaust vents may result in equipment malfunction and could create harmful carbon monoxide buildup. Icicles on overhangs near the meter can fall and damage the meter and pipes.

Be sure to carefully remove ice, and any snowbanks, regularly. If snow becomes deep and ice is overhanging, use a brush or broom to clear the area. Keep snow blowers and plows away from the gas meter as they can cause damage to the meter, piping or regulator.



## Keep your family safe with alarms.

A **smoke alarm** senses smoke indicating a fire.

A **carbon monoxide (CO) detector** sounds an alarm when carbon monoxide is present in the air.

A **residential methane detector (RMD)** signals methane in the air indicating a gas leak.

Visit [ngrid.com/magassafety](https://ngrid.com/magassafety) for more info.

## Excess flow valve available.

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.

*\*Certain conditions must exist for this installation. There is a charge for this service.*

Visit [nationalgridus.com/MA-Gas-Home/Natural-Gas-Safety/Pipeline-Safety](https://nationalgridus.com/MA-Gas-Home/Natural-Gas-Safety/Pipeline-Safety) for more information.



**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**

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