

Natural Gas Safety Connection

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



To our valued customers:

As we all continue to navigate through the COVID-19 crisis, we want to assure you of our commitment to delivering safe and reliable natural gas and to helping you and your family use energy safely.

As the pandemic has evolved over these past months we have made temporary changes to our services and taken actions to protect you, our communities and employees. This includes service visits to your home or business. We will continue to follow CDC, local and state guidance as we move forward.

As always, we respond to gas emergencies 24 hours a day.

You can find the latest information on our response to the pandemic, at **ngrid.com/covid-19**.

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 **ngrid.com** and click on the Safety and Reliability tab for more information.

Call before you dig.

Planning work on your property? Make sure to have underground utility lines marked by notifying Dig Safe® at least 72 hours before you start digging (excluding holidays and weekends). It's a free service and it's the law.

If you aren't certain when to call, consider that no digging project is too small and the law applies to private and public property.

You can reach Dig Safe by calling **811** or by visiting **digsafe.com**



For your safety, and that of your neighbors, please wait until the line have been marked before starting your project.

**Responses may be delayed due to the ongoing COVID-19 pandemic.*

Smell gas. Act fast. Then call from a safe area.

Use your senses to detect gas leaks:



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.

ACT: If you think there is a gas leak, leave your home or area immediately and take others with you, including pets. Do not smoke, turn on light switches, or use the phone or cell phone.



CALL: 1-800-233-5325 or 911

Request a service disconnection before major projects.

Leaving natural gas service connected during major renovation or demolition projects could pose a hazard such as injury, damage to property, or cause future undetected leaks.

Before work begins, contact National Grid 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. The owner must provide an affidavit authorizing work.



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

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

Use outdoor gas appliances safely.

Grills:

- Make sure the gas grill is turned off or disconnected before cleaning.
- Check the metal tubes under each burner for signs of spiders, insects and nests which can block gas flow, possibly causing a fire. Models with spider guards or screens can help prevent this problem by preventing spiders or other insects from moving into the tube.
- Clean regularly. 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.

Natural gas patio heaters and fireplaces:

- Have a certified contractor run the gas line.
- Keep appliances a safe distance away from your house or any building.



Keep safety in mind while enjoying your backyard this summer.



Keep your family safe with alarms.

Installing alarms in your home can provide added protection for you and your family. It's important to know the difference. Please follow manufacturer's instructions for each alarm for installation, proper placement and regular testing.



- A **carbon monoxide (CO) detector** sounds an alarm when carbon monoxide is present in the air. CO is a highly poisonous gas that is colorless, odorless and tasteless and difficult to recognize without a detector.
- A **smoke alarm** senses smoke indicating a fire.
- A **residential methane detector (RMD)** signals methane in the air indicating a gas leak.

Visit **ngrid.com** and click on the Safety and Outages tab 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

Vea el enlace «seleccionar idioma» en nationalgridus.com
Voir le lien «sélectionner la langue» sur nationalgridus.com
Vedere il collegamento «seleziona lingua» su nationalgridus.com

Ver a ligação "selecionar língua" em nationalgridus.com
См. ссылку "Выбрать язык" на сайте nationalgridus.com
Xem liên kết "lựa chọn ngôn ngữ" tại nationalgridus.com