

Natural Gas Safety Connection

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



Help for winter bills.

We understand these are challenging times. If you are concerned about paying your energy bill this winter please let us know. Whether you own or rent, we can help with a personalized payment plan and other assistance options. Residential customers can learn more at ngrid.com/winter. Commercial customers, please visit ngrid.com/heatinghelp.

For energy-saving tips and resources to increase your comfort and lower your energy costs this winter, see ngrid.com/saveenergy.



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

***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.

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.

Carbon monoxide risk 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
- Fatigue
- Shortness of breath
- 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**.

Carbon monoxide safety tips:

Schedule an annual heating system checkup.

Properly maintain and ventilate appliances. Have your chimney cleaned and checked every year.

Keep all vents clear of brush and snow.

Never heat your home or any building with a gas range.

Do not use a gas or charcoal grill indoors.

Never operate a generator indoors – even with a door or window open.

Use a broom to brush away snow and ice on the meter.

Clearly mark gas meters that may be near the path of a snow plow.

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.

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

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.



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.

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

Oven safety tips for home cooks.

Whether you're preparing more meals at home nowadays or planning some holiday baking, it's a good time to share these oven safety reminders with everyone in your household.

- Never use an oven to heat a room.
- Keep young children away from the oven while in use.
- Use aluminum foil liners with caution because they can trap heat and create a fire hazard.
- If you're using foil to cover food in the oven, keep it at least 1½ inches from oven walls.
- For gas ranges, never cover oven racks – as well as slots, holes or passages in the oven bottom – with aluminum foil. Doing so blocks air flow and may cause carbon monoxide buildup.
- Watch for soot on any part of the oven surface – this could indicate carbon monoxide generation. Contact a qualified repair professional.

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

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

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

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