

# Natural Gas Safety Connection

Gas Emergency **1-800-892-2345** or call **911**  
Customer Service **1-800-642-4272**

## 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.

## Smell gas. Act fast.

**MOVE** your family and pets to a safe area outside, and call **1-800-892-2345** or **911**. Never assume someone else will call.



Visit [nationalgridus.com/Upstate-NY-Home/Natural-Gas-Safety/Pipeline-Safety](http://nationalgridus.com/Upstate-NY-Home/Natural-Gas-Safety/Pipeline-Safety) for more information.



## 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.*

Our employees and contractors carry photo identification cards. Without the proper ID, don't let them in.

If you have concerns, call **911**.



## Meter inspections are required.

New York state law requires us to inspect natural gas meters and associated piping. The no-cost inspections make sure all natural gas services are working properly and safely.

When you receive notification in the mail, please respond right away to schedule a convenient appointment time.

## 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/unysafety](http://ngrid.com/unysafety) for more info.

## 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 to your family, damage to property, or cause future undetected leaks.

Before work begins, ask for a service disconnection.

- ✗ **Contact National Grid** in advance to get the required application to disconnect gas service and remove the meter at **1-800-260-0054**.
- ✗ **Be clear about work being done.** A shutoff, for example, 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.

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



Call before you dig

## Call 811 before you dig.

Call **Dig Safely** at least two working days prior to the start of any excavation project, excluding the day you called, weekends and holidays. Calling **811** is not only the right thing to do — it's the law.

Call 811

1-800-962-7962

[digsafelynewyork.com](http://digsafelynewyork.com)

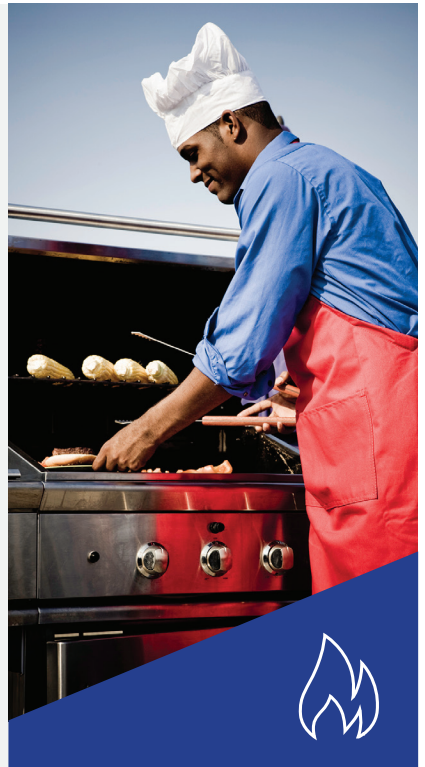
## Use outdoor gas appliances safely.

### 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 can prevent this problem. 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, fireplaces, pools:

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



## Use caution in work zones.

Please be cautious in and around construction projects. Always follow traffic restrictions in work zones.

**Multi-family, apartment or business complex owners please share and post. This is an important safety notice. Please have it translated. See "select language" link at [nationalgridus.com](http://nationalgridus.com)**

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