

# NATURAL GAS SAFETY CONNECTION

UPSTATE NEW YORK

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






## Important information regarding excess flow valves.

Customers may request installation of an excess flow valve (EFV). An EFV is a safety device designed to slow the flow of natural gas in the event of a service line break. An EFV is not required for normal, safe operation of your gas line and you may already have an EFV installed.

Please note, even if you request installation, certain conditions must exist for installation. For more information regarding the valve and associated installation costs, we encourage you to visit [nationalgridus.com/safety](http://nationalgridus.com/safety) and expand the related links regarding pipeline safety.

## Use your senses to detect a gas leak inside or outside.

-  **SMELL** Being Nosey can keep you safe – especially when it comes to a natural gas leak. You may smell a natural gas leak first, which can produce an unpleasant scent similar to rotten eggs. But smell isn't the only way to detect a leak. You can see and hear a leak, too.
-  **SIGHT** – Seeing a white cloud, mist, fog, bubbles in standing water or blowing dust are signs of a leak.
-  **SOUND** Hearing an unusual noise like roaring, hissing or whistling can indicate a leak.

If inside, don't touch switches, use the telephone or cell phone. Get outside immediately – pets included. Move to a safe area, and call **1-800-892-2345** or call **911**. Never assume someone else will report the condition.



## Call 811 if you have digging on your to-do list.

Are you thinking about putting in a fence, a pool or planting shrubs or trees? If so, call 811 at least two days prior before any excavation takes place.

Call **811 is a free service and it's the law**. After your call, representatives survey the area and mark existing water lines, electric lines, cables and natural gas lines running underground.

The end result is beneficial for everyone. Calling **811** prevents unintended consequences such as injury to you or your family, damage to your property, utility service outages to the entire neighborhood, and potential fines and costly repairs.



## Schedule a heating system checkup.

Regular maintenance of your heating system keeps it running safely and efficiently, while ensuring your comfort the rest of the year. Having a professional service your heating system now means you'll be ready to turn the heat on when the air turns crisp in autumn.

### During a check-up, your repair professional may:

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



Before finishing the checkup, your repair professional will monitor operation of system, listen for any abnormal noises and search for any unusual odors.

## Stay safe – inside and out.

*Don't let your guard down during the hazy days of summer.*



### Grilling:

- Keep all grills at least 10 feet away from your home.
- Keep children and pets away from the grilling area at all times.
- Never use an outdoor grill in an enclosed area.

### Indoor Safety Measures:

- Install a CO detector near all bedrooms in the house.
- Replace air filters. Most filters should be cleaned or changed every 60 to 90 days. A clean filter will allow your system to run more efficiently.
- Change batteries in flashlights and weather radios in case of severe weather.
- Never use a generator indoors.



**Please share/post this important natural gas information, especially if you are a multi-family, apartment or business complex owner.**

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

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Este es un aviso importante. Sirvase mandarlo traducir.  
Avis important. Veuillez traduire immediatement.  
Questa è un'informazione importante,  
Si prega di tradurla.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.