

Your new Connected Natural Gas Detector helps protect you with early warning for potential natural gas leaks

We are committed to providing safe, reliable natural gas service to you and your community. As part of a new program implemented by New York state, a Connected Natural Gas Detector has been installed in your building to provide early warning of any natural gas leak.

This guide explains the features of this device, and what actions to take in the event of a gas leak. This technology will help us improve natural gas safety for you and the community.

Natural gas leaks can be hazardous

Natural gas is a safe, reliable and efficient source for home cooking, heating and water heating and other household uses. But on rare occasions natural gas may leak from appliances, equipment piping connections or underground pipelines. If natural gas accumulates indoors and is ignited by a flame or spark, a deadly fire or explosion may result.

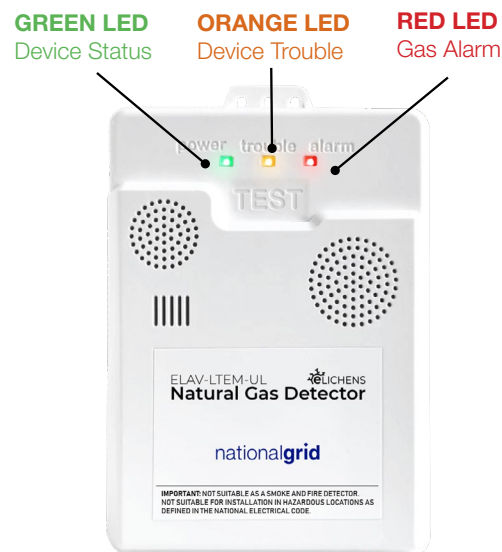
How the Detector helps protect you

Natural gas is colorless and odorless. A distinctive odor, similar to rotten eggs, is added to natural gas so that it can be detected quickly. However, this odor may fade or be masked by other smells, so relying on your nose is not a sure way to detect a gas leak.

That's where the Connected Natural Gas Detector comes in. Since natural gas is primarily made up of methane, the device continuously monitors the air for methane levels. If it detects a dangerous concentration, it sounds an alarm to warn you and the company.

What the gas alarms mean

When the device detects a critical level of natural gas in your building, it will alert you with a flashing red light, a loud alarm, and a pre-recorded message. At the same time, National Grid is automatically notified, and a technician will be dispatched to investigate the source of the alarm.



ALARM

Red: Gas Alarm

Red light flashes and a loud alarm beeps followed by a prerecorded message.

MALFUNCTION

Orange: Device or network error

- Flashing orange light every 10 seconds:
 - 1-2 flashes: low battery
 - 3 flashes: device error
 - 4 flashes: no network connection

National Grid will contact you to arrange an appointment for maintenance of the device.

POWER

Green: Device status

The green LED blinks for the first 10 minutes after startup to indicate the device is working properly. After this period, this LED will not light up in a functioning device.

Act fast when the alarm sounds

- Assume there is a dangerous natural gas leak.
- Leave the building quickly and take others with you.
- **Do NOT** use the telephone or any electrical appliances including light switches, garage door openers doorbells, radios, TVs or cell phones. A spark from any of these sources could ignite the gas, causing a fire or explosion.
- From a safe location, call **911** or National Grid's gas emergency number at: **1-718-643-4050** (Brooklyn, Queens and Staten Island) **1-800-490-0045** (Nassau, Suffolk and the Rockaways)
- **Do NOT** go back inside the building until National Grid personnel say it is safe to return.
- Never disconnect your natural gas detector to silence an alarm. The device will only turn off after National Grid investigates the alarm and resets the device.
- Never depend on your device as a substitute for proper equipment installation, use and maintenance.
- Have all gas appliances installed, serviced, and annually inspected by licensed or qualified professionals.

Protect natural gas pipelines in your area.

- Call **811** before you dig and insist that contractors who work for you do the same. The free **811** service will arrange for the marking of nearby natural gas pipelines and other buried utility lines so excavation can occur a safe distance away from them.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

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Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Sa a se yon avi enpòtan. Tanpri, fè li tradwi.

Это очень важное сообщение.

Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.

這是一個重要的通知。請翻譯一下。

جسٹم حرکت ی جرت۔ مهم رابطہ! اذہ

এটি একটি গুরুত্বপূর্ণ বজিঃপ্তি অনুগ্রহ করে এটি অনুবাদ করে ননি।

טצעזרעביא עטיב. גאזנא עקטכיוו א זיא סאד

Warning

Do NOT tamper with the device or its battery or move or relocate the detector. Doing so could disable the device, cause it to malfunction or result in serious injury or death.

Do NOT paint over the Gas Detector, obstruct or cover it in any way, or get it wet. Doing so may clog or block the openings to the Gas Detector's sensing chambers and/or cause the unit to malfunction.

If the device alarm sounds, respond immediately!



Smell gas? Act fast.

Brooklyn, Queens and Staten Island

Call **911** or **1-718-643-4050**

Nassau, Suffolk and the Rockaways

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