

The following information can help you handle warm temperatures and maintain your safety and home comfort all season long.

Facts about Heat-Related Illness

Just as extreme cold temperatures can cause serious health problems, hot weather can lead to heat-related illnesses, especially for the elderly, young children and people with chronic illnesses.

Prolonged temperatures of 90° F, accompanied by high humidity, can cause the body's temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body's natural cooling system. This heat stress can result in serious illness, heart failure or a stroke.

Certain physical conditions can have an effect on the body's cooling system and leave a person open to heat stroke. These include:

- Heart problems
- Poor circulation
- A previous stroke
- Infection or fever
- Skin disease
- Hypertension
- Diabetes
- Being overweight
- Diarrhea
- Severe sunburn

Prescription drugs – such as those for high blood pressure, depression and poor circulation – can interfere with the body's temperature control system, making a person especially vulnerable to heat-related illnesses. Living where there is poor ventilation or a lot of concrete or asphalt or a dense concentration of buildings makes people more likely to experience the effects of heat stress.

Symptoms of Heat Stress

Hot and humid weather leaves most people feeling uncomfortable, often with a loss of energy and appetite. These are mild signs of heat stress, and unless they worsen or last for many days, there is no need to become overly concerned. There are other, more serious signs that heat stress might become a threat to health. A person experiencing any of these symptoms should seek immediate medical attention:

- Dizziness
- Rapid heartbeat
- Nausea
- Throbbing headache
- Dry skin (no sweating)
- Diarrhea
- Chest pain
- Overwhelming weakness
- Problems with breathing
- Cramps



Stay Cool, Stay Safe

There are a number of simple things you can do to avoid the dangers of heat stress:

Stay in a cool place. If your home does not have air conditioning, spend as much time as possible in a public air-conditioned place, such as a shopping mall, library, church, movie theater or senior center.

Take cool showers and let the air dry you.

Use a fan to draw cool air into your home at night and provide air circulation during the day.

Keep drapes closed when windows are in direct sunlight.

Install window locks so that your windows can be left open for ventilation but kept secure against intruders.

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

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Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

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

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

Health and Safety Advice for Spring and Summer

nationalgrid

HERE WITH YOU. HERE FOR YOU.

Natural Gas Safety

Natural gas is safe as long as it is used properly. It's important to ensure that your heating equipment is installed and maintained correctly.

If you smell gas:

- Anytime you think you smell gas, take immediate action. If it is a faint odor, call **911** or our gas emergency hotline.
- If the gas odor is strong or you hear a hissing sound, get all occupants out of the house immediately and call us from a neighbor's house. Do not call from your house or use the phone for any reason. Also, do not strike a match or switch on lights or appliances. Any of these may cause a spark that could start a fire or explosion.
- Do not return home until we've inspected your home and told you that it is safe.
- Never try to put out a fire you suspect may be caused by escaping gas. Leave immediately.

Carbon Monoxide: Protection and Prevention

Carbon monoxide is a highly poisonous gas that is colorless, odorless, tasteless and virtually impossible to detect. Symptoms of carbon monoxide poisoning are similar to the flu and include headaches, dizziness, weakness, sleepiness, nausea, confusion, tightness of the chest, fluttering of the heart, redness of the skin and loss of muscle control.

Anytime you suspect carbon monoxide poisoning, leave the premises and call for immediate emergency assistance. For all customers within a National Grid gas service territory, we will respond without delay to all gas emergency related calls. National Grid will also respond without delay to all carbon monoxide investigations for its natural gas customers. Even if you purchase your natural gas from an alternative gas marketer, and National Grid simply delivers the gas to you, we will still respond to all gas emergency and carbon monoxide calls. Our service representatives and gas crews are available 24 hours a day, seven days a week.

Please note that when you call to report a gas odor or suspected carbon monoxide poisoning, emergency responders need immediate access to the premises. If you or a designated person will not be there to provide access, they will, if needed, enlist the help of fire or police departments to gain entry. Any damages and expenses that result are the responsibility of the homeowner.

To protect against carbon monoxide poisoning, here are some steps you can take:

- Install a UL-listed home carbon monoxide detector.
- Arrange for an annual check of your heating system by a licensed professional heating contractor. If you haven't had your heating system inspected yet, call now.
- Check chimneys or flues for debris, bird nests or other blockages, and have them cleaned periodically.
- If your furnace vents in a way other than through a chimney, make sure that the vent is clear of leaves and other debris.
- Be sure space heaters and woodstoves are in good condition, have adequate ventilation and are used in strict compliance with manufacturer's instructions.
- NEVER use a gas range for heating, burn coal or charcoal in an enclosed space, or leave a car idling in a closed garage.
- If you use a back-up electricity generator, install it outside. Open windows do not provide sufficient ventilation to safely operate a generator indoors.

Stay Cool, Stay Safe *continued*

Dress for coolness. Wear cotton clothing that is lightweight, loose fitting and light-colored. If you have to be in the sun, wear a wide-brimmed hat or use an umbrella.

Take it easy. On hot, humid days, avoid prolonged, strenuous outdoor activity such as gardening, lawn mowing, exercise or recreational activity.

Eat a well-balanced diet, avoiding hot and heavy meals. Cook only during the cooler hours of the day.

Drink liquids. Don't wait until you are thirsty. Avoid alcohol and drinks that contain caffeine and salt. If you have a medical problem with body water balance, check with your doctor.

Be careful with salt. Check with your doctor before adding salt to your diet or taking salt tablets.

Stay in regular touch with a friend or family member who can help you get assistance if you develop a heat-related problem.

National Grid is an international energy delivery company. In the U.S., National Grid delivers electricity to approximately 3.3 million customers in Massachusetts, New York and Rhode Island, and manages the electricity network on Long Island under an agreement with the Long Island Power Authority (LIPA). National Grid also owns over 4,000 megawatts of contracted electricity generation that provides power to over one million LIPA customers. It is also the largest distributor of natural gas in the northeastern U.S., serving approximately 3.4 million customers in New York, Massachusetts and Rhode Island.

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To report a gas emergency, call 911 or our emergency center:

Massachusetts: **800-233-5325**
Rhode Island: **800-640-1595**

Upstate NY: **800-892-2345**
NYC: **718-643-4050**

Long Island: **800-490-0045**

www.nationalgridus.com