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nationalgrid

energy in action

for our gas customers

You are part of gas pipeline safety.

Natural gas is a trusted source of energy that's reliable and efficient. At times you may notice a yellow gas pipeline marker. It identifies the gas company with their name and phone number. But nearly all pipelines are buried underground. Like other forms of energy, natural gas needs to be handled properly.

Our industry has an excellent safety record. Still, unexpected incidents – particularly damage from third-party excavation – can cause a gas leak and a potentially serious hazard. Please be alert to the signs of a gas leak and help keep our communities safe.

By smell, sight and sound.

Most natural gas has an odor added to it that is harmless but very distinct. If you **smell** gas; and/or **see** a white cloudy mist, bubbles in standing water or blowing dust; and/or **hear** a hissing, roaring or whistling sound, it could be a gas leak.

What to do if you think there's a gas leak:

- ◆ Move to a safe area.
- ◆ Do not smoke or do anything to create a flame.
- ◆ Do not turn on light switches or electrical equipment.
- ◆ Call National Grid immediately at **1-800-640-1595**.
- ◆ Don't assume someone else will call. Please call us.
- ◆ Tell us the exact location, including cross streets.
- ◆ Tell us if you noticed construction or digging activities in the area.

Pipelines on private property.

Natural gas pipelines run under public streets and may also be found under private property. For safety reasons, *right-of-way* laws can give pipeline owners the right to restrict certain activities near pipelines. Maps of right-of-way are filed with local municipalities.

Call before you dig.

Even minor damage to a pipeline can cause a gas leak. Both homeowners and professionals in Rhode Island must call the *Dig Safe*® center three business days before starting any excavation project. That number is **811** or **1-888-344-7233**. Wait for the area to be marked – indicating underground facilities – at no charge to you, so you can dig with care and avoid underground utility lines. Failure to comply with this law can risk lives and is subject to large fines.

Safety is our top priority.

National Grid works with peer groups and state regulators on methods and programs to keep our natural gas distribution safe. We constantly invest in new technology for the design, construction, inspection and operation of our system. We coordinate with federal, state and local authorities. We train our field workers, and drill with emergency responders.

Natural gas energy is and will continue to be safe, reliable and affordable. We want to keep it that way. Help your community by using natural gas properly, being alert and calling *Dig Safe* before you dig. Help your community and be part of natural gas pipeline safety.



Gas Emergency: **1-800-640-1595**

24 hrs/day ◆ 7 days/week ◆ 365 days/yr

nationalgrid

The power of action.™

Find savings at home, today.



Use 3% less energy to save money.
Learn how at www.powerofaction.com.

Any difference we make makes a world of difference. Starting at home. Because the less energy you use, the less you pay for. Then, imagine if we all take action. If we all use 3% less energy, we'd lower carbon emissions. And our environment would be cleaner.

So start small, and think big. Begin saving on your energy bills with these simple actions:

- ◆ Install low-flow showerheads and faucet aerators to **save up to \$300** a year in your water heating costs.
- ◆ Purchase an energy-efficient natural gas water heater to **save up to \$300** a year versus electric water heaters, or **save up to 50%** compared to oil heaters.
- ◆ Use an ENERGY STAR® programmable thermostat to **save up to \$100** every year.
- ◆ Wash your clothes in cold water and **save up to \$200** a year compared to hot-water washes.

Find even more energy-savings tips and other easy-action plans at www.powerofaction.com

Be ready for hurricanes and severe storms.

National Grid works with emergency responders, state and local agencies to prevent and prepare for the unexpected. We also prepare for emergencies through training and periodic drills. The safety of our customers and the general public will always be our top priority.

Our gas pipelines run underground and are protected against wind. But customers should be concerned about severe storms when structural damage to property could affect gas pipes and meters. Flooding may also affect gas equipment or appliances.

Unless advised by National Grid, do not shut off your natural gas. If you suspect a gas leak, by smell, sight and/or sound, call National Grid's gas emergency number at **1-800-640-1595**. Move to a safe area before you call.

Is someone stealing your natural gas?

Tampering with a natural gas meter is extremely dangerous. Stealing gas is illegal and drives up everyone's gas bill. If something about your gas meter doesn't look right, or you think someone is stealing natural gas, please call us at **1-800-870-1664**. All calls are kept strictly confidential.



Do we have your email address?

Many customers have given us their email address. It gives us another way to stay in touch and help them manage their energy use. Go to www.nationalgridus.com/register and let's connect.

Preventing heat stress.

Sizzling summer days can be more than uncomfortable. They can be dangerous for the elderly, young children and people with chronic illnesses. Signs of heat stress may include dizziness, chest pain, headache, nausea and feeling over-heated but not sweating.

Helpful Hint

To prevent heat stress, drink liquids often and before you become thirsty. Take cool showers and let the air dry you. Wear light, loose-fitting clothing, and a hat. Avoid any hard physical work outdoors. And relax in air-conditioned buildings.

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.

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XIN VUI LÒNG CHỜ DỊCH LẠI THÔNG CÁO ẤY

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

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

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