

# Natural Gas Safety Connection

Gas Emergency **911** or call **1-800-892-2345**  
 Customer Service **1-800-642-4272**  
[ngrid.com/gassafety](http://ngrid.com/gassafety)

## We're here when you need payment help.

Concerned about paying your energy bill? We offer payment plans and assistance options for eligible customers. Learn more at [ngrid.com/hereforyou](http://ngrid.com/hereforyou)



## Stay safe. Call 811 before you dig.

It's the season for outdoor projects — such as planting trees and shrubs or maybe putting in new fencing, a pool or a deck. Whether you're doing it yourself or hiring a professional, always make sure to call **811** before digging. It's not only the law but it could prevent loss of life, injury and property damage.

UDig NY: Call **811** or  
**1-800-962-7962**  
 or visit [udigny.org](http://udigny.org)



## Smell gas. Act fast.

Take action in a gas emergency. Protect yourself and your family by remembering these important safety tips:

-  **Get Out** — All occupants should leave the house or building immediately. Please do not use the telephone or light switches for any reason.
-  **Report a Gas Emergency** — After leaving the house or building and reaching a safe environment, call **911** or our gas emergency number: **1-800-892-2345**.
-  **Stay Out** — Please do not return to your home or building until National Grid tells you it is safe.

## 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.

### \*Odor fade:

Because physical and/or chemical processes can cause loss of odorant, making it undetectable by smell, it's important to not rely only on your sense of smell to be alerted to a natural gas leak.

## Excess flow valve notification.

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. There is a charge for this service. Certain conditions must exist for this installation.

For more information, please email [CustomerGasConnectionsUNY@nationalgrid.com](mailto:CustomerGasConnectionsUNY@nationalgrid.com) or call **1-800-260-0054**.

Never store flammables near your gas water heater or gas appliances.



## Stay safe at home with alarms.

Installing different kinds of alarms throughout your home can provide added protection for you and your family year-round.

- A carbon monoxide (CO) alarm sounds when this highly poisonous, colorless, odorless gas is present in the air.
- A smoke alarm senses smoke, indicating a possible fire.
- A residential methane detector signals methane in the air, indicating a gas leak.

Be sure to follow manufacturers' instructions for proper placement of these alarms and test them frequently.



## Request a service disconnection before starting major projects.

Leaving natural gas service connected during major renovation or demolition projects could pose a hazard, such as injury or property damage, or lead to future undetected leaks.

Before work begins, contact us for a service disconnection and to obtain the required application to disconnect gas service and remove the gas meter.

Be sure to specify that you require a **disconnection**, rather than a **shutoff**, which 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.

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

To request a service disconnection application, call Customer Service at **1-800-642-4272**.



## Inspect your pipes regularly.

As a natural gas customer, it is your responsibility to maintain and let us know about any gas lines that begin at the outlet of the gas meter and extend either above or below ground on your property. Buried gas lines need special attention because they can corrode or leak if not properly maintained. We recommend that you periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. If unsafe conditions are found, you should have the pipeline repaired immediately.

## Meter safety inspection reminders.

To ensure your safety, we are required by New York State law to periodically inspect natural gas meters and associated piping even when it is located inside.

When you receive a notice that it's time for your gas meter to be inspected, please respond right away to schedule a convenient appointment with our contractor Reconna at **1-888-802-2010**. These no-cost inspections make sure all gas services are working properly and safely.



**Utility Worker Safety Reminder:** State laws are in place to help protect utility workers while they are performing their job duties. Causing physical injury to, or assaulting, a utility worker is punishable by law, and penalties include potential jail time.

Keep your meter free and clear of snow/ice/vegetation.



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

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sirvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.  
Questa è un'informazione importante, si prega di tradurla.  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin hãy dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
ہمچرت ہجرت مهم راطخا اذہ .  
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।  
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.  
טעזערעביא עטיב. גלאונא עקטיכיוו ז'יא קאד