

Natural Gas Safety Connection

nationalgrid

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Gas Emergency **1-800-233-5325** or call **911**
Customer Service **1-800-233-5325**

Use your senses to detect a gas emergency.

Gas leaks are often recognized by:



SMELL: Natural gas is odorless. A pungent 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 and vegetation in the area may appear to be dying.



SOUND: You may hear an unusual noise like roaring, hissing or whistling.

What to do next:

MOVE your family and pets to a safe area outside, and call **1-800-233-5325** or **911**. Never assume someone else will call.

During a suspected leak, do not attempt to close any valves on gas appliances, meters or pipes. You could injure yourself or your family, and it could lead to property damage.

Recognize the signs of carbon monoxide poisoning.

Carbon monoxide poisoning is more common in cold weather. Causes include a malfunctioning heating unit, fuel-burning appliance or a blocked chimney.

Protect yourself from carbon monoxide poisoning by:

- Having heating appliances checked yearly by a professional
- Installing UL listed CO detectors in the home
- Never use gas range for heating
- Never use generators inside the home or other indoor area

Carbon monoxide is a colorless, odorless gas. Symptoms of carbon monoxide poisoning include:

- Headache
- Fatigue
- Shortness of breath
- Nausea and dizziness

Signs an appliance may be producing carbon monoxide:

- Condensation on walls and windows
- Sluggish house pets
- Dying plants
- Residents feeling tired or suffering from flu-like symptoms

If you suspect carbon monoxide poisoning:
GO outside and CALL 1-800-233-5325 or 911



Alarms give added protection. It's important to note the differences:

Detectors, such as smoke, carbon monoxide and residential methane (RMD), keep you safe. Please follow manufacturer's instructions for each alarm for installation and proper placement.

A smoke alarm senses smoke indicating fire.

A carbon monoxide detector sounds an alarm when carbon monoxide is present in the air.

An RMD can detect methane in the air indicating a gas leak.

Think again before moving gas appliances.

Movable gas appliances, such as ranges and dryers, are connected to the gas supply with a flexible connector. The connector can develop leaks and cause unsafe conditions if stretched too far or bent too frequently.

Connectors should be inspected periodically by a qualified contractor and replaced as needed. There should only be one flexible connector per appliance and connectors should not exceed 72 inches in length.



**Please note, even if you request installation, certain conditions apply.*

Keep meters and vents clear of snow and ice.

Ice and snow buildup around the fresh air and gas appliance exhaust vents may result in equipment malfunction and could create harmful carbon monoxide buildup. Icicles on overhangs near the meter can fall and damage the meter and pipes.

Be sure to carefully remove ice, and any snowbanks, regularly. If snow becomes deep and ice is overhanging, use a brush or broom to clear the area. Keep snow blowers and plows away from the gas meter as they can cause damage to the meter, piping or regulator.



TIP:

Protect your meter.
Identify the location of the meter so it doesn't get hit during snow removal.

Take the proper precautions this baking season.

The following tips will help you use your gas oven safely:

- Only operate ovens as intended. Never use to heat a room.
- Keep young children away from oven while in use.
- Never cover slots, holes or passages in the oven bottom, as well as oven racks, with aluminum foil. Doing so blocks air flow and may cause carbon monoxide buildup.
- Use aluminum foil liners with caution because they could trap heat and cause a fire hazard. If a recipe calls for foil, keep it at least 1½ inches from oven walls.
- Presence of soot on any part of the oven surface could indicate carbon monoxide generation.



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Reminder: All National Grid contractors carry identification cards. If in doubt, ask for ID.

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