New York City / Long Island

nationalgrid

Natural Gas Pipeline Safety

Your actions can be just as important as ours.

Whether you are at home, at work, or in a public place, it's likely you are in an area served by natural gas pipelines. These pipelines quietly, reliably and efficiently deliver natural gas every day for to our residential, commercial and industrial customers.

Safety is Our Number One Priority

Help us keep you safe by reading the information provided, and by following the guidelines listed in this pamphlet.

Like all forms of energy, natural gas must be handled properly. Despite the industry's excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite.

Using Your Senses

A gas leak is often recognized by smell, sight or sound.

SMELL - Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly. Not all transmission lines are odorized.

SIGHT - You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

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

What You Should Do if You Suspect a Leak

- MOVE to a safe environment.
- CALL us immediately.
- DO NOT smoke or operate electrical switches or appliances. These items may produce a spark that might ignite the gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on in the area.

Know What You're Digging Into

Most natural gas pipelines are underground in public areas. Whether you are digging a fence post or planting a tree, the greatest risk to underground natural gas pipelines is accidental damage during excavation. Even minor damage such as a gouge, scrape, dent or crease to a pipeline or its coating must be inspected and repaired immediately or it may cause a leak or future failure.

Please contact your local One Call Center, New York 811, at **811** or **1-800-272-4480** before excavation work begins on public or private property.

The One Call Center will contact the owners of underground facilities in the immediate area so the location of pipelines can be marked prior to excavation. This service is performed at no cost to you.

The One Call Center can provide excavators with specific details regarding precautions required in addition to having the location of underground facilities marked. Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.

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For Gas Emergency Service 24 Hours a Day 7 Days a Week Call:

In Brooklyn, Queens and Staten Island
1-718-643-4050

In Nassau, Suffolk and The Rockaways
1-800-490-0045

Contact New York 811 by calling
811 or **1-800-272-4480**
www.newyork-811.com

811
Know what's below. Call before you dig.

Our Commitment to Safety

National Grid operates almost 35,000 miles of natural gas pipeline within Massachusetts, Rhode Island and New York. We provide safe and reliable natural gas service to more than 3.2 million customers throughout those regions.

Safety is the natural gas industry's top priority. The industry spends millions of dollars each year to maintain the gas distribution system's excellent safety record. We work very closely with industry and government agencies on a variety of measures used to ensure pipeline safety including:

- Coordination with local One Call Centers - Dig Safe®
- Visual inspection programs
- Design and construction techniques
- Workforce training
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Public education programs

Training and periodic drills are also conducted with emergency responders to prevent and prepare for emergencies. These exercise test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated, and made available to state authorities.

Additional information can be obtained through the following organizations:

National Pipeline Mapping System (**www.npms.phmsa.dot.gov**)

Pipeline and Hazardous Materials Safety Administration (**http://primis.phmsa.dot.gov/comm/GeneralPublic.htm**)

Pipeline and Informed Planning Alliance (PIPA)

The Pipeline and Informed Planning Alliance (PIPA) is a stakeholder initiative supported by the U.S. Department of Transportation (DOT) to improve the safety of communities that surround large diameter high pressure transmission pipelines.

For more information about PIPA recommended practices visit:

http://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm

What is a Pipeline Right-of-Way?

Right-of-way is a legal right of passage over another person's ground. A right-of-way agreement between a company and a property owner is also called an easement and is filed as a public record with the Registry of Deeds. A right-of-way width may be 25 feet to 150 feet from the center line of the pipeline.

Keeping our Rights-of-Way Safe

It is of the utmost importance to maintain the right of way. National Grid requires free and clear access to our pipelines at all times to allow access to the pipeline for inspections and periodic maintenance. Additionally, any construction activity is prohibited within the right of way. Obstructions of the right-of-way, including the following, are prohibited unless prior written approval has been obtained from National Grid:

- Grade Changes
- Fences
- Paving, Driveways, Roads, and Parking Lots
- Construction Equipment
- Underground Utilities
- Above Ground Utilities
- Trees
- Shrubs and Bushes

Right-of-Way Vegetation Clearing

National Grid maintains its right-of-way cleared to ensure the integrity of our pipelines and the safety of the public. A cleared right-of-way provides easy access to our maintenance crews; our pipeline patrollers are able to perform leak detection surveys, and our corrosion inspectors are able to perform corrosion surveys. Keeping our right-of-way cleared also provides the needed visibility to perform aerial patrol.

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 immediatement.

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

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

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WE ARE COMMITTED TO YOUR SAFETY

Dear Neighbor,

National Grid is dedicated to the safe and reliable delivery of natural gas in your region. As part of our Public Awareness efforts, we are providing a useful safety brochure, "Your actions can be just as important as ours." which outlines critical information you need to be familiar with regarding natural gas safety procedures, such as:

- What to do if you smell gas (see "Using Your Senses" section)
- National Grid's gas emergency service in Nassau, Suffolk and The Rockaways: 1-800-490-0045
- Contact New York 811; to avoid underground danger (Know what's below. Call Before You Dig: Call 811 or 1-800-272-4480) [http://newyork-811.com/]
- Recognizing Pipeline Markers and Pipeline Rights of Way

While you may not be a gas customer, please review this useful information as it is likely you will be in an area at some point, where natural gas pipelines are located. We also ask that you share this with your family and friends.

Although natural gas pipeline failures are very rare, they do occur, and a leading cause is unintentional damage. Damage prevention is therefore an important focus for National Grid as well as all underground utilities. The general public also has a key role to play by "Calling Before you Dig". Prior to any planned excavation work, whether on your property or public, you are urged to call "811" to reach the local One Call Center. This is a free service to locate all buried utility lines in the area of your planned excavation work, so they are properly marked. If a contractor is doing excavation work for you, insist that they make the call in advance, for your safety and theirs.

> ***Calling before you dig*** *is a Federal Law. Local laws require excavators to give sufficient advance notice to allow utility operators a chance to respond. The "One Call Center" can advise you of the timeframe in your area (typically two working days). If your work is due to an emergency, call* ***811*** *as soon as possible and advise them of the situation.*

Thank you for your time and attention.

Please visit our Energy Safety website, below, for additional safety information.
http://www2.nationalgridus.com/pshome/energysafety/index_ny_kedli.jsp

Sincerely,

National Grid Public Awareness

Enclosure

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Integrity Management Program

National Grid owns and operates almost 35,200 miles of underground pipelines, making us the largest distributor of natural gas in the Northeast. On Long Island, National Grid also operates a liquefied natural gas (LNG) storage facility in Holtsville. Our natural gas delivery system includes high-pressure transmission pipelines used to transport large quantities of natural gas. It is important for you to be aware of how vital these pipelines are to the energy infrastructure, the potential hazards they pose, how to avoid accidents and what to do should an accident occur.

National Grid is guided by an Integrity Management Program (IMP), which has been developed in accordance with rules established by the U.S. Department of Transportation (DOT), which governs the program.

The IMP was developed through the cooperation of industry experts, from both within and outside of National Grid, and meets or exceeds all federal requirements. The primary goal is to continuously improve safety by identifying, assessing and managing risks to natural gas pipelines.

At National Grid, we are committed to the safe operation of all of our natural gas facilities, including pipelines. We:

- Built upon our already extensive integrity management programs to meet or exceed new federal IMP regulations.
- Identified pipelines in the IMP to federal and state regulators.
- Use the best technologies available to continually assess pipeline integrity through leakage surveys, monitoring of our corrosion prevention technologies and other such programs.
- Use up to three different assessment methods to assure that we identify any areas of concern, which are prioritized and managed according to established and approved engineering practices.
- Use damage prevention methods that include ongoing patrols, construction inspection, periodic reassessments and active participation in state-wide damage prevention programs.
- Use communications plans that have been developed to inform and educate the public, emergency responders and other officials about gas pipelines, their safety and integrity and how all parties can contribute to even greater gas pipeline safety.

For additional information on transmission pipelines in your area, please see the National Pipeline Mapping System at http://www.npms.phmsa.dot.gov/PublicViewer/.