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May 18, 2015

VIA ELECTRONIC FILING

Honorable Kathleen H. Burgess, Secretary
State of New York
Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

Re: Case 11-G-0565 - In the Matter of a Natural Gas Incident at 198 Joseph Street, Horseheads, on January 26, 2011, in the Service Territory of New York State Electric & Gas Corporation.

Dear Secretary Burgess:

The Brooklyn Union Gas Company d/b/a National Grid NY, KeySpan Gas East Corporation d/b/a National Grid and Niagara Mohawk Power Corporation d/b/a National Grid (collectively, "National Grid" or "Company") hereby respond to the New York Public Service Commission's ("Commission") "Order Directing Implementation of Best Practices of New York Gas Facilities" (issued April 17, 2015) in the above referenced matter.

National Grid supports the Commission's effort to enhance public education on gas safety. Public education and outreach are key components of a successful gas safety program, and the Company will continue to work in the collaborative to develop best practices and explore ways to improve public education on natural gas safety.

Attached are the following items regarding the Company's public outreach efforts:

- A summary of National Grid's current Pipeline Public Safety Awareness Program;
- A chart summarizing the Company's plans to address the public outreach best practices identified by the LDC Collaborative; and
- Samples of outreach and education materials:
 - Natural Gas Pipeline Safety: Your actions can be just as important as ours
 - Excavator Safety
 - Important Natural Gas Safety Information: Smell Gas. Act Fast; Scratch and Sniff

National Grid will continue to work with the Department of Public Service Staff, local distribution companies, the Northeast Gas Association and other stakeholders to enhance public outreach and education programs.

Please call me with any questions at 929-324-4543.

Respectfully submitted,
/s/ Philip A. DeCicco
Philip A. DeCicco

National Grid Pipeline Public Safety Awareness Program

May 2015

Pipeline Public Safety Awareness Program outreach on reporting gas odors and educating local government officials about safe excavation practices

National Grid has been actively transforming and enhancing its Pipeline Public Safety Awareness Program over the last eighteen months. This report highlights the Company's current outreach efforts to engage our customers, municipalities and other stakeholders on gas safety awareness and education. These programs include a direct mail program, municipal and excavator outreach, first responder training, and gas odor educational materials.

This year, the Company conducted a thorough review of its public awareness documents with the goal of enhancing stakeholder engagement. National Grid is also evaluating the effectiveness of its entire Pipeline Public Safety Awareness Program, and will implement enhancements based on the results of that review. The review process is expected to continue of three months, after which the Company will begin incorporating program enhancements in Fall 2015.

1. Launch of an online natural gas safety training program for first responders

National Grid has had a longstanding commitment to working closely with first responders in our service territory. For example, each year the Company sponsors seminars for training firefighters, law enforcement and emergency medical personnel on how to recognize and respond to natural gas pipeline emergencies. In October, the Company supplemented and expanded its in-person training with a comprehensive e-learning website.

With the enhanced safety website, firefighters and other first responders can access the tools that they need to work safely around natural gas pipelines and other facilities. The site also offers detailed online training in natural gas fire prevention and incident response.

Natural gas pipeline safety topics on the website include:

- Natural gas utility systems, including maps of area facilities and pipelines
- Natural gas fire prevention
- Fire tactics and strategies around natural gas facilities
- Incident command and working with utility representatives
- LNG
- Additional hazards

2. Reporting of Gas Odors and Safe Excavation Practices

National Grid's Pipeline Public Safety Awareness Program provides annual direct mail outreach to all four API RP 1162 stakeholders: affected public, local public officials, emergency officials and excavators.

The Company sends natural gas safety brochures ("Gas Safety Brochure") to our customers that include messages on (i) how to recognize a gas leak, (ii) what actions to take if a gas leak is suspected, and (iii) our gas emergency telephone numbers:

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 or 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** turn on or off any lights or appliances.
- **DO NOT** use the telephone or cell phone in your home.
- **DO NOT** light any matches or touch anything that can spark.
- Provide the exact location, including cross streets. Let us know if sewer construction or digging activities are going on in the area.

If You Smell Gas, Act Fast!

The Gas Safety Brochures also include information on the need to call 811 before digging, safe digging practices, and pipeline rights-of-way and pipeline markers. Also included is a reminder of the Company's need to inspect its gas metering equipment. The brochures are annually mailed to all emergency and public officials within the counties where National Grid has transmission or distribution pipelines. A sample Gas Safety Brochures is attached.

3. Excavator Outreach

National Grid annually mails to excavators in its territories an oversized, attention-getting, and colorful mailer that can also be used a poster. The mailer/poster also has a tear off section entitled, "Respond

Safely to Natural Gas Emergencies,” that can be used as a visor card or kept in the vehicle glove compartment. This section outlines five steps for Safe Excavations.

The Excavator Safety mailer/poster contains a black box with the wording: “In a gas emergency call National Grid: 24 hours a day – 7 days a week.” The mailer/poster also contains bulleted paragraphs of information under headlines: Recognize and Respond to gas leaks, Help protect natural gas pipelines, Call 811 and dig with care and Watch out around gas pipeline markers.

4. “Scratch N Sniff” odorant cards

National Grid’s practice had been to mail “Scratch N Sniff” cards to all customers on a rotating three-year cycle. In addition, all new customers received a “Scratch N Sniff” card. Starting in 2015, National Grid will be mailing “Scratch N Sniff” cards to all customers annually (as well as to all new customers).

These colorful cards contain a scratch-off area that simulates the Mercaptan odorant added to natural gas to give it that “rotten egg” smell. The scratch-off section has a colorful large print box with the wording, “What does natural gas smell like?”

Just below the scratch off area is a section on gas leak recognition similar to that of the Gas Safety Brochure mentioned above. This section is followed by a black box with white bold lettering saying, “IF YOU SMELL GAS: Take Action leave the building and call us from a nearby phone!” and the gas emergency telephone number.

These odorant cards also include information on the need to call 811 before digging and on safe digging practices. Also, the odorant card contains a reminder that the Company needs to inspect the gas metering equipment in customers’ homes.

Sample Scratch N Sniff materials are attached.

5. Schedule

- Scratch & Sniff - all regions will receive these materials between May 25th and June 25th, and will be mailed first class with the gas bill. If the bill is returned, the Company will investigate the correct address.
- Excavator Mailing – will be mailed pre-sort standard in June to all excavators in our service territory. Our consultant tracks all bad address and further investigates the correct address.
- EO/PO Mailing – will be sent via pre-sort standard in early July. The consultant tracks all bad address and further investigates the correct address.

6. NGA Outreach Collaborative

National Grid is actively participating in the Northeast Gas Association’s (“NGA”) Public Awareness Collaborative aimed at transforming public “awareness to public “engagement” on responding to suspected gas odor. A total of ten focus groups were conducted in December 2014. Focus groups were held in Albany, Long Island, Corning, Rochester and Buffalo (to capture feedback from urban, suburban and rural areas), and included non-English speakers to explore, evaluate and assess the levels of natural gas pipeline safety awareness among New York's general public stakeholder group.

The primary goal for this research study was to identify potential gaps in awareness among the general public on natural gas leak detection and response. Collaborative developments included:

- A collaborative report, which was issued to participants in January 2015. Findings are being analyzed to redesign NGA pipeline safety and scratch and sniff brochures and inserts. The outcome of this research will serve to better identify the gaps in the public's understanding of natural gas safety, as well as opportunities to help create a strategic roadmap for the NGA and its members to raise awareness and better respond to natural gas issues/concerns.
- New collaborative initiatives to transform public awareness including:
 - Development, in conjunction with NGA's marketing consultants, of regional safety videos with messages based upon the results of focus group results. These videos will be made available for all companies to use on their websites or distribute via email or other means. The estimated completion timeframe is September 2015.
 - Development by NGA's advertising and media consultants of recommendations for changes to current safety video messages based on the results of the focus group studies. Changes will be incorporated into the NGA's 2015 Media campaign with video messages available to LDCs for their websites and distribution.
 - Review of examples of other gas safety social media programs such as those initiated by Fortis and Piedmont Gas. Development and promotion, with the assistance of a digital media consultant, of a statewide social media outreach program. The estimated completion timeframe is September 2015.
 - A digital media outreach program proposal will be developed and presented to NGA members

7. Educating Public Officials Regarding the Issue of Third Party Damages

National Grid continues to work with municipalities and public officials to reduce the instances of third party damage caused by municipal contractors during city/state construction projects – a leading cause of third party damage. Public awareness efforts in this area include:

- Leveraging New York one-call center damage prevention safety videos and targeting them to public officials and government agency personnel, highlighting the consequences of ignoring their duty to take proper precautions and identifying their responsibilities. National Grid has ordered 1,500 educational videos and training DVDs and will focus distribution and communication to appropriate public officials. National Grid also plans on conducting follow-up studies of the effectiveness of these enhanced communications similar to the First Responder Outreach Training initiative.
- Regional face-to-face and online training/education programs for public officials to be developed in partnership with New York one-call centers to provide comprehensive damage prevention outreach to municipalities.
- In addition to the work specific to National Grid, the NGA plans to organize meetings with LDCs and the One-Call Centers to follow up on these initiatives utilizing findings from the recently completed focus groups.

8. Evaluation Methods

The Company is working with an industry leading consulting firm (Culver) to support development of our program enhancements (in addition to supporting the NGA program enhancements). National Grid's public awareness enhancement includes assessing communication content and delivery methods to support the goal of transforming the program from simple “awareness” to customer engagement. We will update Staff on the methods and effectiveness program elements as they are developed.

9. 911 Coordination

National Grid’s public awareness materials advise customers call 911 or National Grid emergency number in all service territories.

The 911 odor reporting approach has been fully adopted in New York City, following enactment of the City’s policy mandating all suspected gas odors be reported through the 911 system to the New York City Fire Department (“FDNY”). National Grid has a longstanding protocol with the FDNY for responding to gas emergency calls. As part of that protocol, National Grid’s NYC Dispatch Center maintains a dedicated emergency phone line with the FDNY that is used for direct communication both to and from the FDNY. The FDNY, through its dispatch center, will contact National Grid directly using this dedicated line whenever assistance is needed to respond to a gas odor. National Grid staffs its Dispatch and Call Center with qualified representatives that are specifically trained and equipped to handle these emergency gas calls.

Over the past year, National Grid and Con Edison have been working with the FDNY to establish enhanced protocols for engaging the FDNY during gas emergencies. These protocols address coordination between the utilities and the FDNY both before and after the gas company is on scene at a potential gas emergency. The two utilities and the FDNY are also engaged with regard to enhancements to the utilities’ emergency call handling procedures as they involve the FDNY.

LDC Best Practices	Yes/No	Current Practices	Enhancements Under Consideration	Date
Develop and mail bill inserts/brochures with gas safety messaging	Yes	Include inserts with customer bill Frequency: every other month	<ol style="list-style-type: none"> 1. Simplify the insert 2. Reduce content on each insert 3. Include a message on the envelope or bill (Some regions have more space for on bill messages) 4. Increase the frequency of messaging in bills 	9/1/2015
Distribute "Scratch and Sniff" pamphlets that simulate gas odor	Yes	Frequency: currently, every 3 years; starting 2015, annually. (Made changes to the messaging to be distributed in 2015)	<ol style="list-style-type: none"> 1. Have service technicians provide scratch and sniff cards when leaving a leak call. Possibly pilot in NYS. 2. Add/Change messaging on the card itself to include phone numbers/what to do/ simplify (create a one-page document) 3. Investigate how to get eBilling/CRIS customers the scratch and sniff cards 	1/1/2016
Provide Non-English versions of brochures upon request	No		<ol style="list-style-type: none"> 1. Make multi-lingual documents available without request 2. Target various communities that may need multi-lingual documents 3. Include a mobile option (App) 4. Make multi-lingual brochures available in payment stations 	11/1/2015
Use a block of foreign language on some gas brochures to indicate that the information is important and should be translated	Yes	On all PA documents	<ol style="list-style-type: none"> 1. Make language block more prominent 2. Make available in various languages 	11/1/2015
Participate in NGA's Annual pipeline Safety Awareness Campaign for radio/tv/online media outlets	Yes	Will continue to participate and keep messaging meaningful		On going
Deploy email blasts with gas safety messages	Yes	Deployed during storms	<ol style="list-style-type: none"> 1. Include more proactive messaging via emails. 2. Review communications marketing plan. 	10/1/2015

Incorporate messages in social media communication	Yes		1. Amplification/delivery of proactive gas safety messaging through digital components 2. Research availability of the #SmellGasActFast hashtag 3. Make modifications to the mobile app	10/1/2015
Educate school children	Yes	Well-defined and organized school program. Leading with Safety initiatives	1. Take home information 2. Visit more schools	10/1/2015
Annual mailings to contractors and periodic mailings to public officials	Yes	Annually mail a letter and brochure to excavators and public/emergency officials. Chad Martin sends annual communications on safety in general to contractors	Investigate web messaging and URL short coding strategy	tbd
Distribute gas safety information during service calls	No		1. Have service technicians provide shortened scratch and sniff cards when leaving a leak call 2. Proactively provide information to the customer on routine service calls	11/1/2015
Add quick response (QR) code to publications directing to website	No		1. Evaluate the effectiveness of QR codes 2. Incorporate Social Media Campaign 3. Use search engine marketing	9/1/2015
Provide town/community meetings on gas safety	Yes	We attend local/community meetings periodically	1. Continue to visit communities 2. Provide brochures and information for community members 3. Provide stakeholders information to deploy 4. Provide shortened scratch and sniff cards during events in the community 5. Create a pull like system for information/scratch and sniff cards at the National Grid Sponsored locations/events in the community	On going
Include Gas Safety information at Community Events	Yes			
Commission Best Practices				

Scratch and Sniff pamphlets: The pamphlet messaging should reflect the urgency of reporting gas odors. LDCs will mail to existing customers (including e-bill) at least once annually and provide to new customers within 30 days of installation.		See report	<ol style="list-style-type: none"> 1. Have service technicians provide scratch and sniff cards when leaving a service call. Possibly pilot in NYS 2. Add/Change messaging on the card itself to show the importance of calling in a gas odor. 3. Investigate how to get eBilling/CRIS customers the scratch and sniff cards 	11/1/2015
Website: The gas safety messages, including the importance of reporting odors, needs to be accessible in multiple languages. LDC websites must include a language translation program such as google Translate to ensure important gas safety information can be understood by all customers visiting the gas safety web page (s). In addition, the gas safety web page should include links for downloading, printing and ordering safety brochures.		See report	<ol style="list-style-type: none"> 1. Provide Google translate option on the website 2. Hire outside company to translate 3. Have customer select language on the website 	tbd
Language Block: The current pamphlet language "encourages" consumers to have the message translated but does not include a telephone number and/or website address where the consumer can go for immediate translation assistance.	No			
Office Locations: LDCs with walk in facilities should have gas safety pamphlets on display at all times for their customers.	No		Investigate where there are walk-in facilities and provide the content they need.	9/1/2015
On-Hold Messaging: LDCs should explore adding gas safety messages, including the need to report gas odors, to the on-hold messaging at their call centers.	No		Investigate whether we incorporate gas safety information into the hold information and how to increase	10/1/2015

Our Commitment to Safety

National Grid operates over 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 - New York 811
- 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.

We Need Your Help!

National Grid is required by federal and state regulation to inspect and maintain our delivery, pressure control and gas metering equipment. In many cases, this equipment is located outside homes or businesses, and this work can be performed without notice or inconvenience to anyone. However, if the gas meter is located inside a home or business, we will need access to the meter and gas service entry to perform these mandated inspections. Please help us communicate this message to your constituents.

We are asking for your assistance to request that you and your constituents keep the area around the gas meter clear and free from debris. Storing boxes or other items in the path of the meter may deny access to the main shut off in the event of an emergency or may interfere with our ability to complete mandated inspections and maintenance. In addition, we are required to replace gas meters periodically. This may require a temporary interruption of the gas service while the meter is being changed. Our employees will also need to gain access to the gas meter and appliances in order to restore gas service.

There is never a charge for any mandated inspection or maintenance of National Grid's equipment and all our employees and contractors working for us, carry Identification Cards. We urge you and your constituents to ask to see them. For any questions or concerns about anyone contacting you or your constituents claiming to be from National Grid, please call us at: **1-718-643-4050** (NYC) or **1-800-930-5003** (LI).

Please keep this information for future reference and share with friends and family.

CM4422 NYC/LI EO&PO (4/15)

nationalgrid

HERE WITH YOU. HERE FOR YOU.

**New York City /
Long Island**

Natural Gas Pipeline Safety

Your actions can be just
as important as ours.



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

In Brooklyn, Queens and Staten Island 911 or 1-718-643-4050

In Nassau, Suffolk and The Rockaways 1-800-490-0045 or 911

New York 811 811 or 1-800-272-4480
www.newyork-811.com

**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.

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

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

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





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.

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.



Many pipelines are underground in public areas. Line markers are sometimes used to indicate their approximate location, but not depth. The markers display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency. It is important for you to be familiar with the characteristics of natural gas and be prepared to react quickly and properly to ensure your safety and the safety of your family and coworkers.

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 911 or **1-718-643-4050** for our customers in Brooklyn, Queens and Staten Island. And call **1-800-490-0045** or **911** for our customers in Nassau, Suffolk and the Rockaways.

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.

Smell Gas. Act Fast.

Know What You're Digging Into

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Excavation damage accounts for almost 60 percent of all reported pipeline incidents. Even minor damage such as a gouge, scrape, dent or crease to a pipeline or its coating may cause a leak or failure.



To protect pipelines and other underground facilities, the law requires that all excavators contact the local One Call Center—

New York 811 (**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.

Underground pipelines often run along a public street, but may also be under private property. The area along each side of the pipeline is known as a right-of-way, which gives the facility owner the "right" to restrict certain activities, even on private property. Right-of-way locations must be respected and are usually marked on maps filed with local municipalities. 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.

Excavator Safety

Near underground natural gas pipes

Hang this poster

Help Protect Natural Gas Pipelines

- ◆ National Grid pipelines deliver natural gas safely and reliably to homes and businesses across New York, Massachusetts and Rhode Island. We regularly inspect these pipelines for corrosion and defects, monitor for leaks and conduct routine maintenance.
- ◆ The greatest risk to gas pipelines is accidental damage during excavation.
- ◆ Hitting a natural gas pipeline has serious consequences. Even a tiny gouge, scrape, dent or crease to a gas pipe or its coating may cause a leak that could lead to a catastrophic fire or explosion.



Call 811 and Dig with Care

- ◆ State law requires you to call New York 811 at least two full working days before any excavation starts, excluding weekends and holidays.
 - This free service will arrange for marking of buried natural gas lines and other utilities so you can work a safe distance away from them.
 - Call New York 811 of NYC & LI 811 or 1-800-272-4480 | NewYork-811.com
- ◆ Before you call, pre-mark your proposed dig area with white paint, flags or stakes.
- ◆ Wait for utilities to be marked before digging.
- ◆ Physically locate marked natural gas pipelines by hand digging. If you cannot locate marked pipelines, STOP digging and contact National Grid immediately.
- ◆ Do not use mechanical excavation equipment within the “tolerance zone,” which spans the width of a marked utility plus 24 inches from each indicated outside edge. Use ONLY hand tools or vacuum technology within this safety zone.
- ◆ If you are working near an exposed natural gas cast iron pipe, contact National Grid.



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



Watch Out Around Pipeline Markers

- ◆ High-visibility markers with National Grid's 24-hour emergency phone number indicate the general location of our high-pressure natural gas pipelines.
- ◆ If you notice any type of suspicious activity near a pipeline marker, or you see a marker has been damaged, call National Grid immediately at the number listed on the marker.
- ◆ For security purposes, these markers do not show the exact location, path, depth, or number of gas pipelines in the area. In addition, pipelines may not follow a straight course between markers.
- ◆ Never use pipeline markers or maps as a substitute for calling 811 to have all utility lines in your dig area located and marked.



Gas Leak Recognition and Response

Not all gas is odorized, so do not rely on your nose alone to detect a leak. Be alert for any of these gas leak warning signs:

- ◆ A distinctive, sulfur-like odor
- ◆ A hissing, roaring or whistling sound
- ◆ Dirt spraying or blowing into the air
- ◆ Continual bubbling in ponds, creeks or areas of standing water
- ◆ Plants or grass dead or dying for no apparent reason in an otherwise moist area, especially near a pipeline

If you contact a natural gas pipeline and/or suspect a gas leak, assume there's a danger: Warn others, leave the area quickly and stay away until utility personnel say it is safe to return. Do not use matches, lighters or anything electrical—even a phone. Leave the excavation open and do not attempt to stop the flow of gas. From a safe location, call 911 and National Grid.



In a gas emergency, call National Grid: 24 hours a day—7 days a week

Brooklyn, Queens and Staten Island: 911 or 1-718-643-4050

Nassau, Suffolk and The Rockaways: 911 or 1-800-490-0045

Tear along perforated line.

#10051LI_NYC
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Respond Safely to Natural Gas Emergencies

Keep this card handy in your vehicle visor or glove box.

nationalgrid
HERE WITH YOU. HERE FOR YOU.

Gas Leak Signs: A gas leak may have a distinctive, sulfur-like odor (but not always). Other signs may include a hissing or roaring sound, dirt spraying or blowing into the air, continual bubbling in water, and grass or plants dead or dying for no apparent reason.

If You Contact a Natural Gas Pipeline

1. **Leave your equipment behind.** Warn others of the danger and leave the area quickly. Stay away until utility personnel say it is safe to return.
2. **Do not use matches, lighters or anything electrical—even a phone.** A spark could ignite the gas.
3. **Do not operate underground pipeline valves or attempt to stop the flow of gas.** Never bury a contacted pipeline.
4. **From a safe location, call 911 and National Grid.**
5. **Report the incident to your supervisor.**

Call National Grid if you suspect a gas leak or if you make ANY contact with a natural gas line, even if you just nick the pipeline or damage its coating.

**In a gas emergency, call National Grid:
24 hours a day—7 days a week**

Brooklyn, Queens and Staten Island: 911 or 1-718-643-4050

Nassau, Suffolk and The Rockaways: 911 or 1-800-490-0045



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

Excavator Safety



Protect yourself, your crew and the public. Urge your employees to follow the enclosed safety tips when they work around underground natural gas lines.

Important natural gas safety information enclosed



10051-2015-LI-NYC

FSC goes here

nationalgrid
HERE WITH YOU. HERE FOR YOU.
104 Bridge Road
Salisbury, MA 01952

Dear Excavator:

Excavator Pre-digging Requirements by New York State Law

National Grid's natural gas pipeline operations would like to remind you about the Company's underground facility Damage Prevention Program. New York State law (NYCRR 16 Part 753) requires excavators to **contact New York 811 of NYC & LI, the association of registered public utilities, at least two full working days (excluding weekends and holidays) before commencing excavating activity.** National Grid, as a member of New York 811 of NYC & LI, will be notified of your intent to excavate when you contact New York 811 of NYC & LI at either of the following toll-free numbers or website:

New York 811 of NYC & LI
811 or 1-800-272-4480 | NewYork-811.com

National Grid Protocol when Pipelines Are Identified Within Excavation Areas

If National Grid gas pipeline facilities are within the described or pre-marked excavation area, the Company will mark the location within the required safety zone with yellow paint, flags or other physical means. For larger projects, a National Grid employee or representative may contact you to coordinate scheduling of work as required by state law. Facility depth information cannot be provided because of grade changes that may have occurred after the gas facilities were installed. Facility location marks will not reflect the existence of any protrusions, appurtenances, fittings or valves that are inherent to underground pipeline facilities.

Excavation Procedures Once Gas Utilities Are Marked

After such markings are provided, excavating personnel must determine the exact location of all underground facilities using safe and acceptable means. The law prevents powered or mechanized excavation within 24 inches on either side of underground facilities. If excavation is required within the 24-inch zone, such excavation should be performed very carefully with hand tools only and without damage to the facility. Damage includes, but is not limited to, nicks, dents, cuts, scrapes or gouges to the marker balls, tracer wire, pipe surface or coating; seemingly insignificant damage can lead to a future pipeline failure. Excavators must also exercise reasonable care to support gas pipelines during excavation and backfill activities to avoid pipes being damaged by their own weight or excavation compaction. Excavators should notify National Grid whenever cast iron gas pipe is exposed or falls within an excavation trench's angle of repose.

Excavator Information Sessions and Safety Presentations

Excavator information sessions on topics such as New York 811 of NYC & LI, the "Call Before You Dig" Program, the New York 811 of NYC & LI law changes and Excavation Safety Tips for excavating personnel can be scheduled by visiting **NewYork-811.com** and clicking on the "Request a Safety Presentation" tab.

Please visit our Energy Safety website, below, for additional safety information.
LI: www1.nationalgridus.com/Safety
NYC: www2.nationalgridus.com/pshome/energysafety/index_ny_kedny.jsp
Sincerely,

Robert J. Terjesen
Damage Prevention
DownstateDamagePrevention@nationalgrid.com

nationalgrid
HERE WITH YOU. HERE FOR YOU.

Backfill for Pipeline Safety

- ◆ Remove sharp objects, trash, debris, wire and rocks from the trench.
- ◆ Backfill a 6-inch radius of padding sand around natural gas pipelines.
- ◆ Remove rocks over three (3) inches in diameter from the padding sand level to grade.
- ◆ Use only clean backfill materials: no paving materials, cinders, ash or flowable fill.
- ◆ Compact soil in 12-inch lifts up to 6 inches above the pipe, to a density comparable to the surrounding soil.
- ◆ Hand tamp around fittings where mechanical compaction cannot be used.
- ◆ Do not damage the copper wire that may be running near a plastic natural gas pipeline.
- ◆ Use special care to protect cast iron pipelines from damage.



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 BÀN THÔNG CÁO QUAN TRONG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

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

Work Safely Around Natural Gas Pipelines

Keep this card handy in your vehicle visor or glove box.

nationalgrid
HERE WITH YOU. HERE FOR YOU.

Five Steps for Safe Excavation

1. **Plan your job and pre-mark your dig area** with white paint, flags and/or stakes.
2. **Call 811** at least two working days before you dig.
3. **Wait the required time** for utilities to locate and mark their lines.
4. **Respect the marks** when digging.
5. **Dig with care** and follow hand-excavating rules.

In a gas emergency, call National Grid:
24 hours a day—7 days a week

Brooklyn, Queens and Staten Island: 911 or 1-718-643-4050

Nassau, Suffolk and The Rockaways: 911 or 1-800-490-0045

American Public Works Association color code for locator marks



- | | | |
|--|--|--|
| ■ Electric Power Lines | ■ Gas, Oil, or Steam | ■ Communications Lines, Cables or Conduit |
| ■ Temporary Survey Markings | ■ Potable Water | ■ Reclaimed Water, Irrigation and Slurry Lines |
| Proposed Excavation | ■ Sewer and Drain Lines | |

If you find an unmarked line, stop digging and call 811 immediately.



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



may interfere with our ability to complete mandated inspections and maintenance. In addition, we are required to replace gas meters periodically. This may require a temporary interruption of your gas service while the meter is being changed. Our employee will also need to gain access to your gas meter and appliances in order to restore your gas service.

There is never a charge for any mandated inspection or maintenance of National Grid's equipment and all our employees and contractors working for us, carry Identification Cards. We urge you to ask to see them. If you have any questions or concerns about anyone contacting you claiming to be from National Grid, call us at: **1-718-643-4050**.

Gas theft is not only illegal and dangerous, it's a crime!

Thieves who steal energy by tampering or bypassing meters or piping put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.

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CM5025 (4/15) NYC

nationalgrid

HERE WITH YOU. HERE FOR YOU.

New York City

**Important Natural Gas
 Safety information**

Smell Gas. Act Fast.



Gas Emergency?

Call **911** or **1-718-643-4050**




www.nationalgrid.com



What does natural gas smell like?

What you smell is a harmless material called mercaptan. We have added it to help you and your entire family identify natural gas.

Signs of a gas leak, and what should I do:

-  **Smell** - Recognizing the odor used in the scratch & sniff, which is similar to rotten eggs;
-  **Sight** - Seeing a white cloud, mist, fog, bubbles in standing water or blowing dust;
-  **Sound** - Hearing an unusual noise like roaring, hissing or whistling - **take these precautions:**
 - **Do not** turn on or off any lights or appliances.
 - **Do not** use the telephone or cell phone in your home.
 - **Do not** light any matches or touch anything that can spark.
 - Provide exact location and let us know if sewer construction or digging activities are in the area.

**IF YOU SMELL GAS, TAKE ACTION:
leave the building and call us from a nearby phone! 911 or 1-718-643-4050.**

Like all forms of energy, natural gas must be handled properly.

Damage to a pipeline due to excavation activities may cause a gas leak and has the potential to ignite.

Before beginning any excavation activity, have all underground utilities marked-out by calling **811** or **1-800-272-4480**. It's the law, and it's for your safety!



Know what's below.
Call before you dig.

Smell Gas. Act Fast.

National Grid is required by federal and state regulation to inspect and maintain our delivery, pressure control and gas metering equipment. In many cases, this equipment is located outside your home or business, and this work can be performed without notice or inconvenience to you. However, if your gas meter is located inside your home or business, we will need access to the meter and gas service entry to perform these mandated inspections.

We ask that you keep the area around the gas meter clear and free from debris. Storing boxes or other items in the path of the meter may deny access to the main shut off in the event of an emergency or

continued on back >>