What is carbon monoxide?

The same substance that comes out of a car's exhaust pipe, carbon monoxide is a highly poisonous gas.

Carbon monoxide is especially dangerous because it is colorless, odorless and tasteless—making it almost impossible to detect without a carbon monoxide alarm.

Carbon monoxide is produced when common fuels—such as oil, coal, natural gas, kerosene or wood—are burned incompletely. When carbon monoxide gas builds up in any enclosed area in your home, it can cause severe illness and even death.

The problem of carbon monoxide buildup can be especially severe during the coldest weather, when houses are closed up tight and heating equipment runs much of the time.

Depending on how long it goes unchecked, a person exposed to carbon monoxide can feel any number of the following symptoms:

- headaches
- nausea
- dizziness
- weakness
- confusion
- sleepiness

Protecting yourself and your family

Important action steps

- Seek fresh air and remain outside. Take everyone with you including pets.
- Call **911** or your local fire department.
- Seek medical attention immediately.





When using a generator

A generator in a garage or outside building should be properly ventilated, since its exhaust (carbon monoxide) can cause serious injury and even death.

Never install or use an electric generator inside a house. Operating a generator indoors, even with a door or window open, is **NEVER** safe!

Underground Piping

Call Before You Dig

It's the law! Please remember, before beginning any excavation activity, have all underground utilities marked-out by calling **811**. It's a free service, and it's the law.

Smell Gas. Act Fast.

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nationalgrid

MASSACHUSETTS

Important Natural Gas Safety Information

Gas Emergency
1-800-233-5325 or 911

Customer Service
1-800-233-5325

Hearing/Speech Impaired
711

www.nationalgridus.com

This is an important notice.
Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immediatement.
Questa è un' informazione importante, si prega di tradurla.
ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH CÁI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.







Natural Gas

What's that smell?
Natural gas is colorless and odorless. We add a harmless chemical called mercaptan —the scent is similar to rotten eggs – to help you and your family identify a gas leak.

What should I do if I smell gas?

Smell Gas. Act Fast.

Do's

- Leave the building immediately and take everyone with you, including pets.
- Call us from a nearby phone or cell phone when safely away from the building.
- Provide specific details to the call representative, i.e. your address, the exact location, as well as any construction or digging activities in the area.

Don'ts

- Do not turn on or off any lights or appliances.
- Do not use telephone, cell phone or operate the garage door.
- Do not light any matches or touch anything that can create a spark.

Keep your gas pipes safe

Keep the area around your gas meter clear

National Grid is required by federal and state regulations 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 inconvenience.

However, if the gas meter is located inside a home or business, we will need access to the meter and gas service and will require entry to perform these mandated inspections. We are asking for your assistance by keeping the area around the gas meter clear and free from debris. Doing so will help us 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.

Please note that our employees and contractors working for us carry identification cards. Please ask to see ID before letting anyone into your home or business. For any questions or concerns about anyone contacting you or the members of the public claiming to be from National Grid, please call us at: **1-800-233-5325**. If you feel you are in immediate danger, please call **911**.

Keeping gas appliances safe

- Follow manufacturer instructions when operating appliances.
- Perform some routine maintenance on your gas appliances on your own (i.e. changing filters, checking water levels on steam heaters, oiling pumps and motors etc.)
- Call your appliance repair service provider or heating/plumbing contractor for advice regarding repairs, installations and disconnections.

What to do if your gas service is flooded.

For safety reasons, National Grid personnel are not permitted to enter premises where flooding still exists.

Gas service cannot be restored until the water is removed, the repairs are complete and all of your gas appliances are in working condition.

If your appliances have been in contact with water, please contact a plumbing or heating contractor to make sure the appliance is safe to operate.