nationalgrid

Natural Gas Safety Connection

Gas Emergency **911** or call **1-800-892-2345**
Customer Service **1-800-642-4272**
ngrid.com/gassafety



We're here for you with payment options and support

Whether you're looking for payment options, bill assistance, or ways to save energy, we offer resources designed to help you manage energy costs.

Visit **ngrid.com/hereforyou** for more information.



Smell gas? Act fast.

Use your senses to help identify a potential gas leak. Common signs include:

SMELL: Natural gas is naturally odorless. A distinctive rotten egg smell is added to help make leaks easier to detect.*

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

SOUND: You may hear an unusual roaring, hissing, or whistling sound near a gas line or appliance.

Leave the premise immediately and call **911** or **1-800-892-2345**.

***Odor fade:** Although a distinctive odor is added to natural gas to help detect leaks, the odor can sometimes become difficult to detect. Always be aware of other signs of a gas leak, including unusual sounds and visual indicators.

Stay safe from carbon monoxide during cold weather

As temperatures drop, the risk of carbon monoxide (CO) poisoning can increase. Common causes include malfunctioning heating equipment, fuel-burning appliances, or blocked chimneys and vents.

Symptoms may include:

- Headache
- Dizziness
- Shortness of breath
- Fatigue
- Nausea

Take action immediately.

If you suspect carbon monoxide poisoning, move outside to fresh air and call **911** or our gas emergency number, **1-800-892-2345**.

Help prevent carbon monoxide buildup.

- Schedule annual heating system inspections.
- Maintain fuel-burning appliances and ensure they are properly vented.
- Have chimneys inspected and cleaned annually.
- Keep gas meters, exhaust vents, and air intakes clear of snow, ice, and debris.
- Never use a gas range or oven to heat your home.
- Never operate a generator indoors, even in a garage or with doors or windows open.
- Mark gas meters that may be near the path of snow removal equipment.

Alarms help keep your home safe

Alarms provide an added layer of protection by helping alert you to potential hazards in your home.

- A **carbon monoxide (CO) alarm** alerts you when carbon monoxide is present.
- A **smoke alarm** helps warn you of a possible fire by detecting smoke.
- A **residential methane detector** alerts you to the presence of methane, which may indicate a gas leak.

Be sure to install alarms according to the manufacturer's instructions and test them regularly to help keep your household protected.

Keep meters and vents clear of snow and ice



Snow and ice can block vents, damage equipment, and create unsafe conditions around your gas meter. Taking a few simple steps can help keep your home safe throughout the winter.

- Gently remove snow and ice from around your meter using a broom. Never chip or hammer away at ice buildup.
- Watch for icicles above the meter that could fall and damage the meter or connected piping.
- Keep snow blowers and plows clear of meters and piping.
- Make sure fresh air and appliance exhaust vents remain free of snow and ice to help prevent carbon monoxide buildup.

Excess flow valve notification

An excess flow valve (EFV) is a safety device designed to help reduce the flow of natural gas if a service line is damaged or breaks. While an EFV is not required for normal gas service, you may already have one installed or can request installation if certain conditions are met. Installation charges apply.

For more information, email:
CustomerGasConnectionsUNY@nationalgrid.com
or call: 1-800-260-0054

Moving? Let us know before you go

If you're considering a move in the future, please remember to contact us 5-7 days before your move date. Planning ahead helps make stopping or transferring service easier and allows time to coordinate any meter access that may be needed.

Inspect your pipes regularly

Natural gas customers are responsible for maintaining any gas lines that extend beyond the outlet of the gas meter, including buried gas lines on their property.

Over time, buried gas lines can corrode or develop leaks if they are not properly maintained. Periodic inspections by a qualified plumbing or heating contractor, or a leak detection and corrosion specialist, can help identify potential issues before they become safety concerns.



Pipeline safety inspection reminders

New York State law requires us to periodically inspect the natural gas piping connected to your meter. If you receive a notice that it's time for an inspection, please respond promptly to schedule an appointment with our contractor, Reconn, at **1-888-802-2010**.

These inspections are provided at no cost to you, typically take about 15 minutes to complete, and help ensure your gas service continues to operate safely.

If we're unable to complete the inspection:

- Your gas service may be subject to disconnection for safety reasons.
- Your account may be charged a **non-refundable $100 penalty**.
- The inspection must still be completed, even if the fee is paid.
- Tenants without access to the meter may be eligible for a fee waiver by providing the property owner's or building manager's contact information.

Thank you for helping us complete this important safety work.

For your safety, our technician will carry photo ID and follow all appropriate safety protocols.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera 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.
Это очень важное сообщение.
Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng.Xin vui lòng dịch thông báo này.
這是一個重要的通知。請翻譯一下.
هذا إشعار مهم. يرجى ترجمته.
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
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