

We are always working

to keep you safe.

Eversource Partners with First Responders Making Sure We Are All Safe in a Gas Emergency

Pipeline Purpose & Reliability

Whether you are at home, at work or in a public place in the U.S., it's likely you are in an area served by natural gas pipelines. More than 2.2 million miles of pipelines and mains quietly, reliably and efficiently deliver natural gas every day for use by residential, commercial and industrial customers.

The natural gas system is safe, well-maintained and closely regulated by federal and state agencies. Excavation and other outside forces can cause damage, generally by third parties, and represent the leading cause of safety incidents. While incidents on natural gas pipelines are rare, they do happen.

Public Safety and Emergency Preparedness

Public safety is a top priority for Eversource, as is the security of our pipeline facilities. We are regulated by the Connecticut Public Utilities Regulatory Authority, Massachusetts Department of Public Utilities and the U.S. Department of Transportation's Office of Pipeline Safety.

When responding to an emergency, our priorities are to protect life first, then to protect property. We maintain regular communication with municipal officials and emergency personnel, and follow emergency plans detailing our response and communications during any natural gas pipeline emergency. In an emergency, Eversource employees work in tandem with local emergency officials and, if established, an Incident Commander to assess hazards and suggest corrective action.

Education Awareness for First Responders

Eversource offers an education and gas safety awareness program to all fire department personnel in our service areas. We can provide the training annually but try to reach every fire department within our service areas once every three years. We encourage fire officials to contact us directly to schedule a time and location for this gas safety presentation. Company representatives will discuss gas safety and how we work with the fire department whenever they are on site during a gas emergency.

Through a partnership with the Northeast Gas Association (NGA), we also offer the *First Responder Natural Gas Training Program*. This is a **free**, self-directed, interactive, online training package that provides emergency response personnel with information they need to safely identify and respond to incidents that involve natural gas pipelines and facilities. The program was designed in collaboration with fire chiefs, safety trainers, educational experts and instructional design professionals. For additional information, please visit www.ngafirstresponder.com.



Call Before You Dig (CT):
800-922-4455 www.cbyd.com

Dig Safe (MA):
888-DIG-SAFE (888-344-7233)
www.digsafe.com

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Partnering with First Responders — *continued*

Leak Recognition & Response

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.

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.

If you smell gas:

- Move to a safe location.
- Do not smoke, strike a match, use telephones (including cell phones and landlines), switch on/off appliances, lights or even a flashlight in the area where you smell gas. These items can produce sparks that might ignite the gas and cause an explosion.
- Call Eversource immediately at 877-944-5325 (CT)/ 800-592-2000 (MA) or dial 9-1-1.
- Do not assume that someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if digging activities are going on in the area.

Pipeline Markers Show The Way

Since pipelines are underground, line markers are sometimes used to indicate their approximate location along the route.

The markers display the material transported in the line, the name of the pipeline operator, and the telephone number where the operator can be reached in the event of an emergency.

Markers only indicate the general location of a pipeline and cannot be relied upon to indicate the exact position. Because many lines are not marked, it is critical that you contact Call Before You Dig/Dig Save at 8-1-1 prior to any excavation.

Hazard Awareness & Prevention Measures

Like all forms of energy, natural gas must be handled properly. We work very closely with industry and government agencies to stay abreast of new technologies and security methods to ensure the highest levels of reliable service and safety. A gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite. Eversource works diligently to ensure pipeline safety through a variety of measures, including:

- Coordination with Call Before You Dig, Dig Safe and 8-1-1 programs
- Visual inspection programs
- Design and construction practices
- Workforce qualifications
- Public education programs
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Leak survey
- Patrol of critical facilities
- Pressure monitoring
- Odorization
- Liaison with municipal agencies
- Security measures

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