



Natural Gas Safety



for Massachusetts

CARBON MONOXIDE

Carbon monoxide (CO) is odorless, colorless and tasteless but very toxic. Signs that carbon monoxide may be present in your home include stuffy, stale or smelly air; very high humidity; or soot coming from a fireplace or heating system.

The symptoms of carbon monoxide poisoning are often confused with those of influenza, and the highest incidence of poisoning occurs during the flu season. Symptoms can include: headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems, and loss of muscle control. High concentrations of carbon monoxide can lead to unconsciousness, brain damage or death. However, a victim may not experience ANY of these symptoms, or only one or a few of the symptoms. You should suspect the presence of carbon monoxide if symptoms tend to disappear when you leave your home.



What should you do if you suspect the presence of carbon monoxide?

- Alert your family, employees or others in the area and exit the area immediately.
- Open the windows and doors on your way out, if you are able to do so.
- If carbon monoxide is detected by your alarm, exit the area immediately, and call 911 to notify your local fire department.
- Have your heating equipment inspected by a licensed heating contractor to make sure it is in good working order.

Our Commitment to Safety

Safety is the natural gas industry's top priority. The industry spends more than \$6 billion each year to maintain the gas distribution system, which has an excellent safety record.

Eversource maintains more than 6,600 miles of gas pipe in Connecticut and Massachusetts. We invest millions of dollars each year to maintain the safety and integrity of our natural gas mains and services in both states. We're committed to delivering natural gas safely, reliably and efficiently every day for use by our residential, commercial and industrial customers.

We will continue to work closely with the industry and government to invest in programs that allow for the safe and secure delivery of natural gas.

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Eversource.com

If you smell gas or have an emergency, call us at 800-592-2000 or 9-1-1

RECOGNIZING A

GAS LEAK



WHAT TO DO:

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.

Gas pipeline leaks can happen. Learn to recognize them and what to do in case one occurs in your community to keep yourself and your neighbors safe.

- **Leave the area immediately** and go to a safe location. Dial 9-1-1 or call Eversource at 800-592-2000.
- **DO NOT** smoke, operate electrical switches or appliances (including both cell phones and land lines).
- **DO NOT** assume someone else will report the leak.
- **Provide** the exact location.
- **Let us know** if digging activities are going on in the area.

Call 8-1-1 Before You Dig.

IT'S the LAW



The greatest risk to underground natural gas pipelines is accidental damage during excavation. Digging causes almost 60% of all accidental damage to underground natural gas pipelines. Even a hand shovel can cause enough damage, such as a gouge, dent or crease, to create a leak or line failure!

- The law requires you to call 8-1-1 at least 72 business hours before you begin digging. This is a free service.
- The utility operator of the underground facilities in the immediate area will be contacted so the location of underground equipment can be marked before excavation.
- Once the marks are made, pay attention and dig with care.

Keep Natural Gas Meters Clear of

SNOW & ICE



During the winter months, snow and ice can damage your natural gas meter. Follow these tips to stay safe all winter long.

- Gently brush away any snow or ice that accumulates around the meter, regulator vent and any other outdoor piping.
- Clear the snow or ice using a broom or by hand – not with a shovel.
- When plowing, snowblowing or shoveling, do not push or pile snow around your meter or vents.
- Clear a path to your meter so Eversource employees and emergency responders can access it in an emergency.



Heating Season Safety Tips

With the winter heating season upon us, Eversource offers heating safety tips to help our customers and their families stay safe — and warm — all winter long.

- Install carbon monoxide detectors and replace the batteries at least once a year.
- Inspect all gas heating equipment in your home or business yearly — a qualified technician should make this inspection.
- Clean or replace filters in your furnace periodically.
- Keep the area around your furnace or space heater clear of dirt, clutter, flammable materials and obstructions.

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