

Contacting National Grid

Call National Grid immediately when:

- A natural gas leak is suspected or confirmed
- Natural gas is contributing to a fire
- Any gas valve has been operated by a firefighter
- Carbon monoxide is detected or suspected in a building with gas appliances
- Unidentified odors are reported

Take these three steps when you call:

1. **Identify yourself.** Include the name of the reporting fire department and a phone number that will be answered at the dispatch center.
2. **Explain the nature of the incident.** Describe whether it is a gas leak, a gas fire, explosion, etc. Let National Grid know if firefighting personnel are on the scene or enroute, and if there are any injuries or need for evacuation.
3. **Give the exact location of the incident.** Include the city/town, street, numerical address, cross street (with the direction), and type of occupancy.

National Grid Phone Numbers:

- Upstate New York: 800-892-2345
- Brooklyn, Queens, Staten Island: 718-643-4050
- Nassau, Suffolk, The Rockaways: 800-490-0045
- Rhode Island: 800-640-1595
- Massachusetts: 800-233-5325