

# nationalgrid

## Contacting National Grid



*To report emergencies, call 911 and National Grid immediately. Always call 911 if you suspect a gas leak!*

### 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:

To report emergencies,  
**call 911** and

**National Grid**

immediately.

Always **call 911**  
if you suspect  
a gas leak!



In case of gas emergencies:

**Massachusetts: 911 and 1-800-233-5325**

**Long Island and the Rockaways: 911 and 1-800-490-0045**

**Metro New York: 911 and 1-718-643-4050**

**Upstate New York: 911 and 1-800-892-2345**



In case of electric emergencies:

**Massachusetts: 911 and 1-800-465-1212**

**Upstate New York: 911 and 1-800-867-5222**