

FOR OUR CUSTOMERS – WE ARE HERE TO HELP

INFORMATION YOU NEED

February 2018

For Emergency Response Situations with Natural Gas. If you smell gas – say something!

1. Inside Leaks can be from appliance and/or piping malfunctions.
 2. Outside Leaks can be from odor complaints and/or homeowner /contractor damages.
- **CALL NATIONAL GRID IMMEDIATELY: 1-800-233-5325**

Have a question? Need assistance about GAS? [1-800-732-3400](tel:1-800-732-3400)

Doing work on your property? Please call before you DIG! [811](tel:811) or [1-888-344-7233](tel:1-888-344-7233)

Want to convert to gas? Learn more. [1-877-696-4743](tel:1-877-696-4743)

Property Damage Claims: [781-907-3930](tel:781-907-3930)

The gas utility industry has historically focused on infrastructure replacement based on public safety issues. National Grid's inspection devices use DPU-approved technologies which focus on the potential for safety issues in determining how to classify the individual gas leaks. Only with the passage of a 2014 law was there a mandate to standardize the classification by the many gas distribution companies in the Commonwealth of Massachusetts.

In the past two years, National Grid has recognized the need to include environmental considerations into developing Gas replacement and repair policies. National Grid is working to address methane emissions in a safe, efficient, and workable manner. At the same time, National Grid is concerned about keeping the costs reasonable for our customers, who pay for Gas Main replacement and repair.

National Grid consistently invests in our natural gas distribution system to deliver safe and reliable natural gas service to more than 908,000 Massachusetts residents and businesses in 116 communities.

More Facts

February 2018

As part of a comprehensive Energy Bill passed in August 2016, the DPU and MA DEP opened a proceeding to establish criteria for evaluating the environmental impact of leaks and set timelines to repair or remediate leaks found to have significant environmental impact. The gas distribution companies call these leaks “large volume leaks,” which are not a threat to public safety but do contribute to methane emissions.

During the summer of 2017, National Grid worked with Mothers Out Front and HEET (Home Energy Efficiency Team) on a pilot to test methods of identifying the largest emitters of methane. Together, we all agreed that 7 percent of our Grade 3 leaks are responsible for 50 percent of the methane emissions from the distribution system. So, National Grid is seeking to target these leaks first.

Together with the Mothers Out Front, HEET, and other utilities, National Grid has submitted comments to the DPU about our joint findings, which will help us eliminate the worst of these leaks in Massachusetts within five years, and the remainder within 10. The DPU is evaluating this proposal. Either way, National Grid is committed to eliminating all our Grade 3 leaks, both through repairs and main replacement.

National Grid repairs leaks in accordance with the requirements of the law and is in compliance with all rules and regulations regarding leak repair. Leak repair requirements have traditionally defined “hazardous,” as threatening to the safety of the public or property.

Grade 1: Leaks must be responded to immediately, and we do not leave the scene until they are repaired.

Grade 2: Leaks are non-hazardous and must be monitored every six months and scheduled for repair within a year.

Grade 3: Leaks are non-hazardous at the time of detection and rechecked periodically and there is no requirement to repair them outside of Gas Main replacements.

More Facts for Arlington

February 2018

In Arlington, there are approximately 120 miles of gas distribution main and due to the age of this system, approximately 77 miles of the pipe is considered leak prone pipe (LPP) because it is mostly cast iron (CI) or wrought iron (WI). At the end of 2017, National Grid shows there are now 265 low-level leaks on this system (7 grade 2 and 258 grade 3 leaks). The approximate amount of LPP that has been replaced in Arlington for 2017 is 10,600 feet or 2 miles. In the previous years of 2016 it was 10,000 feet or 1.89 miles and in 2015 it was 9,875 feet or 1.87 miles.