

New and Updated

National Grid First Responder Utility Safety: Enhanced Website and Online Training



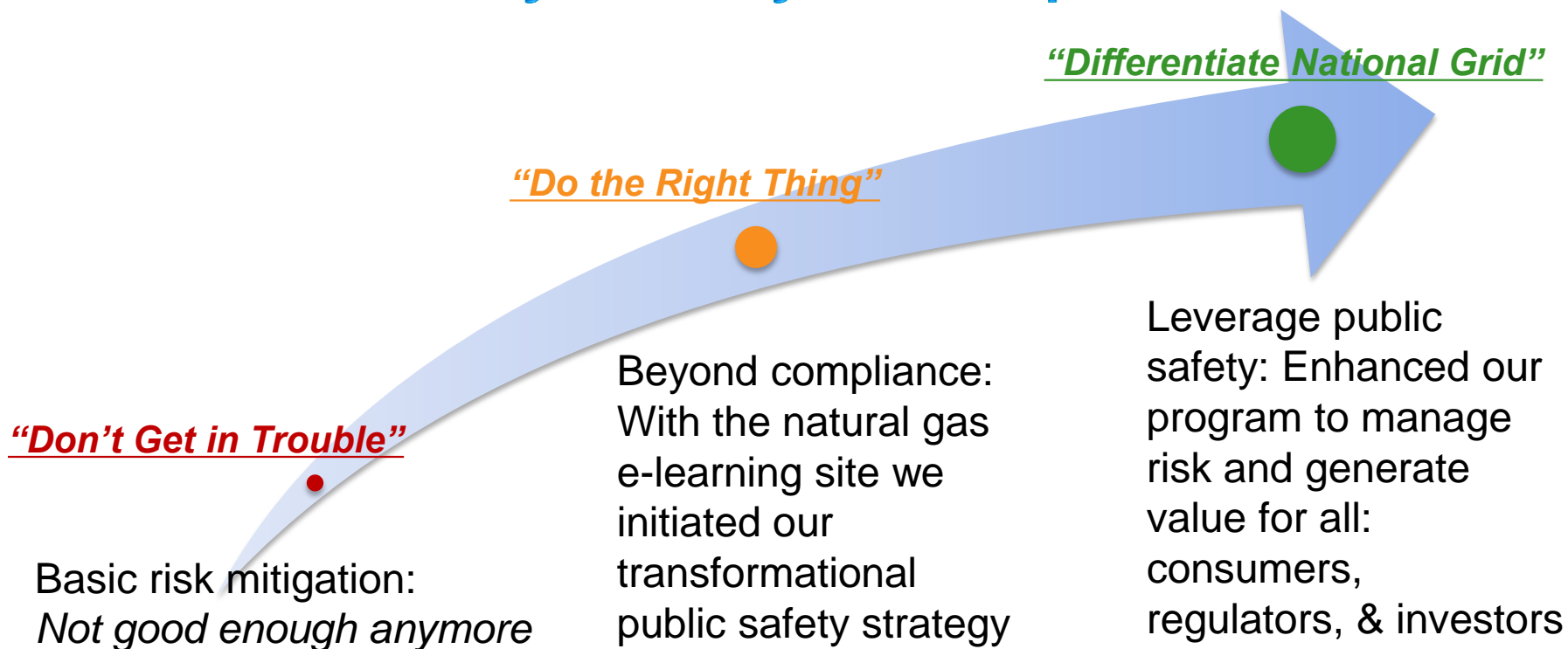
With Best Practice Recommendations

Presented at the Utility Public Safety Alliance Annual Meeting — April 21, 2016



Leverage Public Safety Outreach to Benefit All Stakeholders

We Have Moved Beyond “Beyond Compliance”



Where We Were in 2014

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- Our strategic goals:
 - Engage more stakeholders with our messaging
 - Change unsafe behaviors among stakeholders
 - Increase efficiencies to reach and have an impact with more stakeholders
 - Demonstrate continuous improvement before regulators
- Our emergency response community: 70,000 firefighters serving the gas system
 - Impossible and unrealistic to assume we could not train each and every first responder through in-person trainings
 - Technology and user preferences made e-learning a real possibility

Utility Emergency In-Service Training Frequency Varies by Department

- Electric and gas emergency response benefits from in-service and refresher training
- Training requirements/priorities on this topic are inconsistent

**National Grid's Online
Training Fills the Gap**

Current
Training

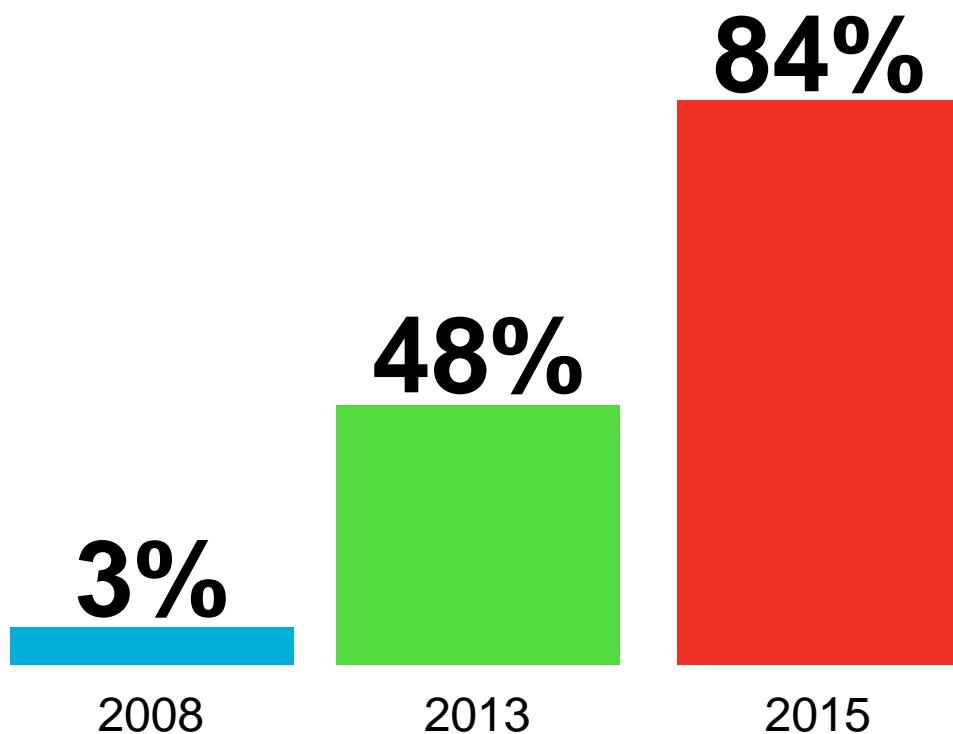


Desired
Training

First Responders Are Asking for Online Training Resources

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Best Practice

We Formed a Dedicated First Responder Advisory Panel

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- 12-member panel:
career and volunteer
- Panel includes chiefs
and training officers
from urban, suburban
and rural communities
- Focused on firefighters



In 2014: 3 Hours of Instructional Content with 300+ Pages

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In 2014, users were presented with these safety training modules:

1. Gas System Overview
2. Properties of Natural Gas
3. Carbon Monoxide
4. Gas Incident Response
5. Additional Hazards and Incident Response Techniques
6. LNG



In 2016 We Added 2.5 Hours of More Safety Training

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New for 2016

- Added new LNG Transport safety training module, in cooperation with Northeast Gas Association (NGA)
- Developed, tested and launched 4 electrical safety training modules
- NGA is adapting the gas e-learning for use by its members



National Grid now provides more than 5 hours and 400 pages of peer-reviewed e-learning in electric and natural gas safety incident response for first responders throughout our three state service territory.

National Grid First Responder Utility Safety

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First Responders

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National pipeline mapping system First responder advisory panel

Home Natural gas safety basics Natural gas safety training certification Electrical safety basics Electrical safety training certification Resources

Training resources

Electrical safety training certification

Natural gas safety

Electrical safety

Learn about the properties and characteristics of natural gas and how to respond safely and effectively to

Understanding the potential dangers of electrical facilities and learning how to recognize and respond to

Register and complete your online training today >

Natural gas and electrical safety training certifications

Join thousands of other first responders who are satisfying additional training hours and earning personalized **Certificates of Completion** in natural gas safety and electrical safety. Developed with the assistance of local chiefs and training professionals, these free programs include a series of modules you can complete at your own pace.

[Sign in](#) | [Register](#)

Advanced Online Training

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National pipeline mapping system First responder advisory panel

Home Natural gas safety basics Natural gas safety training certification Electrical safety basics Electrical safety training certification Resources

Training resources
First responder utility safety
Learn to work safely in emergency situations involving electric and natural gas utilities.

Natural gas safety
Learn about the properties and characteristics of natural gas and how to respond safely and effectively to gas leaks and fires.

Electrical safety
Understanding the potential dangers of electrical facilities and learning how to recognize and respond to them makes everyone safer.

Natural gas and electrical safety training certifications
Join thousands of first responders who are earning recognized Certificates of Completion for their gas safety and electrical safety. Developed with the assistance of local utility and training professionals, these free programs include a series of modules you can complete at your own pace.

[Sign In | Register](#)

811
Know what's below.
Call before you dig.

NEW! 811 ON CLASS

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Home > Electric

National Grid's Electrical Safety e-Learning Program for First Responders

Here are the e-learning modules offered by National Grid for first responders. Please go through these modules at your own pace. If you are interrupted during a module, the system will remember where you left off the next time that you log on.

To earn a Certificate of Completion, you must finish all modules and successfully complete the quizzes that appear at the end of each module. This program represents 2 hours of training.

Modules

- Module 1: Electrical safety basics (20 min.)
- Module 2: The electric distribution system (20 min.)
- Module 3: Free involving electrical facilities (20 min.)
- Module 4: Downed power lines (20 min.)

Certificate of Completion - Electrical Safety e-Learning Program for First Responders
Restricted (completing hidden, no message)

- Not available until the activity Module 1: Electrical safety basics (20 min.) is marked complete.
- Not available until the activity Module 2: The electric distribution system (20 min.) is marked complete.
- Not available until the activity Module 3: Free involving electrical facilities (20 min.) is marked complete.
- Not available until the activity Module 4: Downed power lines (20 min.) is marked complete.

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Home > Natural Gas

National Grid's Natural Gas Pipeline Safety e-Learning Program for First Responders

Here are the e-learning modules offered by National Grid for first responders. Please go through these modules at your own pace. If you are interrupted during a module, the system will remember where you left off the next time that you log on.

To earn a Certificate of Completion, you must finish all modules and successfully complete the quizzes that appear at the end of each module. This program represents 3.5 hours of training.

Modules

- Module 1: Gas distribution system (20 min.)
- Module 2: Properties and characteristics of natural gas (20 min.)
- Module 3: Carbon monoxide poisoning (20 min.)
- Module 4: Gas incident management (20 min.)
- Module 5: Additional potential hazards and response before (20 min.)
- Module 6: Liquefied natural gas (LNG) (20 min.)
- Module 7: LNG transport (20 min.)

Certificate of Completion - Natural Gas Pipeline Safety e-Learning Program for First Responders
Restricted (completing hidden, no message)

- Not available until the activity Module 1: Gas distribution system (20 min.) is marked complete.
- Not available until the activity Module 2: Properties and characteristics of natural gas (20 min.) is marked complete.
- Not available until the activity Module 3: Carbon monoxide poisoning (20 min.) is marked complete.
- Not available until the activity Module 4: Gas incident management (20 min.) is marked complete.
- Not available until the activity Module 5: Additional potential hazards and response before (20 min.) is marked complete.
- Not available until the activity Module 6: Liquefied natural gas (LNG) (20 min.) is marked complete.
- Not available until the activity Module 7: LNG transport (20 min.) is marked complete.

New: Electrical Safety

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The screenshot shows a web-based learning interface for 'Module 1: Electrical safety basics'. The interface includes a sidebar menu on the left, a main content area with a video player, and a footer with navigation controls.

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Menu Notes

- Module 1
 - Electrical safety basics
 - Navigation review
 - Introduction
 - Visualizing electricity
 - Knowledge check
 - How electricity travels
 - Touch and step potential
 - How electricity affects the body
 - Module review
 - Module 1 Quiz

Module 1: Electrical safety basics

Resources

Module 1

Electrical safety basics

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◀ NEXT ▶

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Menu Notes

- Module 1
 - Electrical safety basics
 - Navigation review
 - Introduction
 - Visualizing electricity
 - Knowledge check
 - How electricity travels
 - Circuits
 - Grounding
 - Insulators
 - Your boots are not insulators
 - Conductors
 - Arcing
 - Touch and step potential
 - How electricity affects the body
 - Module review
- Module 1 Quiz

Module 1: Electrical safety basics

Resources

How electricity travels

Insulators

- **Insulators:** Materials with high electrical resistance, such as special rubber, plastic, ceramics and fiberglass.

MYTH or FACT:
Your PPE will insulate you from electrical shock.

MYTH or FACT:
Your insulated tools will conduct electricity.

MYTH or FACT:
Power lines are insulated.

NOT INSULATORS

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< PREV NEXT >

Site employs training that uses:

- Animation
- Audio
- Video
- Text

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Module 1: Electrical safety basics

Resources

How electricity travels

Insulators

- **Insulators:** Materials with high electrical resistance, such as special rubber, plastic, ceramics and fiberglass.

MYTH: Your PPE will insulate you from electrical shock.

FACT: Your standard protective boots, gloves and turnout gear are not insulators, and will not protect you from electrical shock.

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New: Electrical Safety Video

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Menu Notes

Your boots are not insulators


Please watch this video from one of National Grid's Live Line demonstrations to see what can happen to your boots when you walk on an energized power line. Although your boots are made of rubber, they do not provide enough protection against primary voltage.

Module 1: Electrical safety basics Resources

How electricity travels

Your boots are not insulators

- Although your boots are made of rubber, they do not provide enough protection against primary voltage.



00:41 / 00:53

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New: LNG Transport Safety

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Menu **Notes**


- ▼ Module 7
 - LNG transport
 - Navigation review
 - Objectives
 - ▶ LNG trailer construction
 - ▶ LNG vs propane and gasoline
 - ▶ Knowledge check
 - ▶ LNG trailer pressure systems
 - ▼ Technical resources at the scene
 - Zone response company technical advisor
 - Other agencies**
 - ▶ Scene safety
 - Module review
 - ▶ Module 7 quiz

Module 7: LNG transport Resources

Technical resources at the scene

LNG carrier company

The trucking company that owns the LNG trailer will send an emergency road team to assist with emergency response and recover the vehicle. This team is familiar with all trailer equipment and emergency response protocols. If the tank is leaking or disabled, the company will send an empty truck to offload the LNG.



Driver & dispatcher **LNG carrier company** **Regional HazMat team** **Local firefighters & law enforcement**

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◀ PREV NEXT ▶

Knowledge check

Question 1

True or false?

You must notify National Grid through your dispatcher about the exact location of any gas valve that has been operated by a firefighter.

- True
- False

The screenshot shows the National Grid e-learning interface. On the left is a navigation menu with a 'Menu' tab and a 'Notes' tab. Under 'Menu', 'Module 7' is expanded to show a list of items: 'LNG transport', 'Navigation review', 'Objectives', 'LNG trailer construction', 'LNG vs propane and gasoline', 'Knowledge check', 'LNG trailer pressure systems', 'Technical resources at the scene', 'Scene safety', 'Module review', and 'Module 7 quiz'. The 'Module 7 quiz' item is highlighted. The main content area is titled 'Module 7: LNG transport' and features a video player. The video player shows a white LNG tanker truck with a purple overlay that reads 'LNG transport'. Below the video player, a text box contains the instruction: 'Please complete this short quiz. You will need to achieve at least 80% correct to be eligible to receive your certificate.' At the bottom of the interface, there are 'PREV' and 'NEXT' navigation buttons.

Please complete this short quiz. You will need to achieve at least 80% correct to be eligible to receive your certificate.

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Certificates of Completion

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CERTIFICATE OF COMPLETION

March 7, 2016

Aimee Levy

Has earned this Certificate of Completion for:

**Natural Gas Pipeline Safety
e-Learning Program for First Responders**

This individual has completed 3.5 hours of safety training.

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Gas Modules Include Maps of Natural Gas and LNG Facilities

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Supplementary Training Videos

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The screenshot shows a web browser window with the URL `firstresponder.ngridsafety.com/resources/first_responder.html`. The page features the National Grid logo and navigation menu. A large banner image displays the word "Videos" over a background of stacked books. Below the banner, a sidebar on the left lists resources: "Videos", "Helpful links", "Natural gas safety training books", "Electrical safety training books", and "Hazardous safety data sheets (MSDS)". The main content area is titled "Resources" and features a video player for "First Responders & Electrical Hazards Video". The video player shows a fire truck at a scene with a large fire and thick black smoke.

The screenshot shows a web browser window with the URL `firstresponder.ngridsafety.com/resources/vehicles_power_lines.html`. The page layout is identical to the first screenshot, but the main content area is titled "Resources" and features a video player for "When Vehicles Contact Power Lines: Stay Safe Inside". The video player shows a close-up of a hand holding a power line, with the text "When Vehicles Contact Power Lines Stay Safe-Stay Inside" overlaid on the image.

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Added Resources for Safety Trainers

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The image displays two overlapping browser windows from National Grid. The background window shows a slide show titled "First responder beware" with the subtitle "Natural gas safety for first responders". The slide features three images: a gas leak, a fire, and a first responder. Text on the slide includes "Staying safe while saving others" and "Natural gas safety for first responders". The foreground window shows a "Trainer's Guide" titled "First Responder Beware Electric & Natural Gas Safety". It includes a "Table of Contents" with the following items and page numbers:

Section	Page
Introduction	2
Section One: Know Your Audience	2
Section Two: Utility Basics	2
What Is Electricity?	2
How Does Electricity Work?	3
What Is Natural Gas?	3
How Does Natural Gas Work?	3
Section Three: Plan Your Session	4
Know Your Material	4
Make the Material Relevant	4
Tailor the Session to the Training Space, Audience Size, and Allotted Time	4
Section Four: Your Five-Step Training for Survival	5
1) Advertise the meeting	5
2) Pass a sign-in sheet	5
3) Offer an overview	5
4) Present the First Responder Beware materials	5
5) Discussion and Simulation	5
Section Five: Suggested Simulations	6
Tabletop Simulations	6
Role-Play Simulations	7
Section Six: First Responder Beware Utility Safety Quiz	9

Integrated Marketing Communications

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You train hard every day in order to protect lives and property. It's critical that your training includes a solid understanding of utility hazards and response tactics.

National Grid's e-Learning Program for First Responders is a free, self-paced online training that covers energy properties, utility systems, incident management and more. The program includes a certificate of completion and may satisfy your department training requirements.

Train to safely respond to utility emergencies. Register and complete your online coursework today.

Visit firstresponder.ngridsafety.com and connect with us on

Print ad



- ◆ *Fire News print ad to 27,000 subscribers in NE, NY and LI*
- ◆ *Fire Engineering and Firefighter Nation Facebook ad to 721,000 followers*
- ◆ *Digital ad geotargeted to MA, NY and RI (30,000 impressions)*



Digital ad

Testimonials

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“This training is great! It provides safety information that firefighters need to know and have refreshed in their minds before responding to gas and carbon monoxide leaks and other incidents.” —*Vasilis Xikis, Captain Engine Company No. 1, Bay Shore Fire Dept., Long Island*

“Some of our trucks are pretty busy and training has to be interrupted. The National Grid e-learning program is easy to finish because it remembers where you left off.” —*Frank Colantonio, Deputy Chief of Safety and Training, Warwick Fire Department, Rhode Island*



“National Grid was extremely thorough in producing a training product that all local first responders can utilize to reinforce what they already know. The attention to detail speak volumes about National Grid's commitment to the communities it serves and local firefighters.” —*Norm Seymour, Massachusetts Firefighting Academy*

Thank You!

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firstresponder.ngridsafety.com

Contact:

Kathleen McNamara

Public Awareness Program Manager

(781) 907-3774

Kathleen.McNamara@NationalGrid.com