

First Responder Natural Gas Safety Training Program

Self-directed, interactive online learning

April 2026 Spring Operations Conference

- David Grande, Staff Engineer, NGA
- Casey Harrington, Director of Digital & Strategic Services, Culver Company



Agenda

Culver Company

Get to know our history, expertise, and approach

Program background

How and when was this program developed?

Demonstration

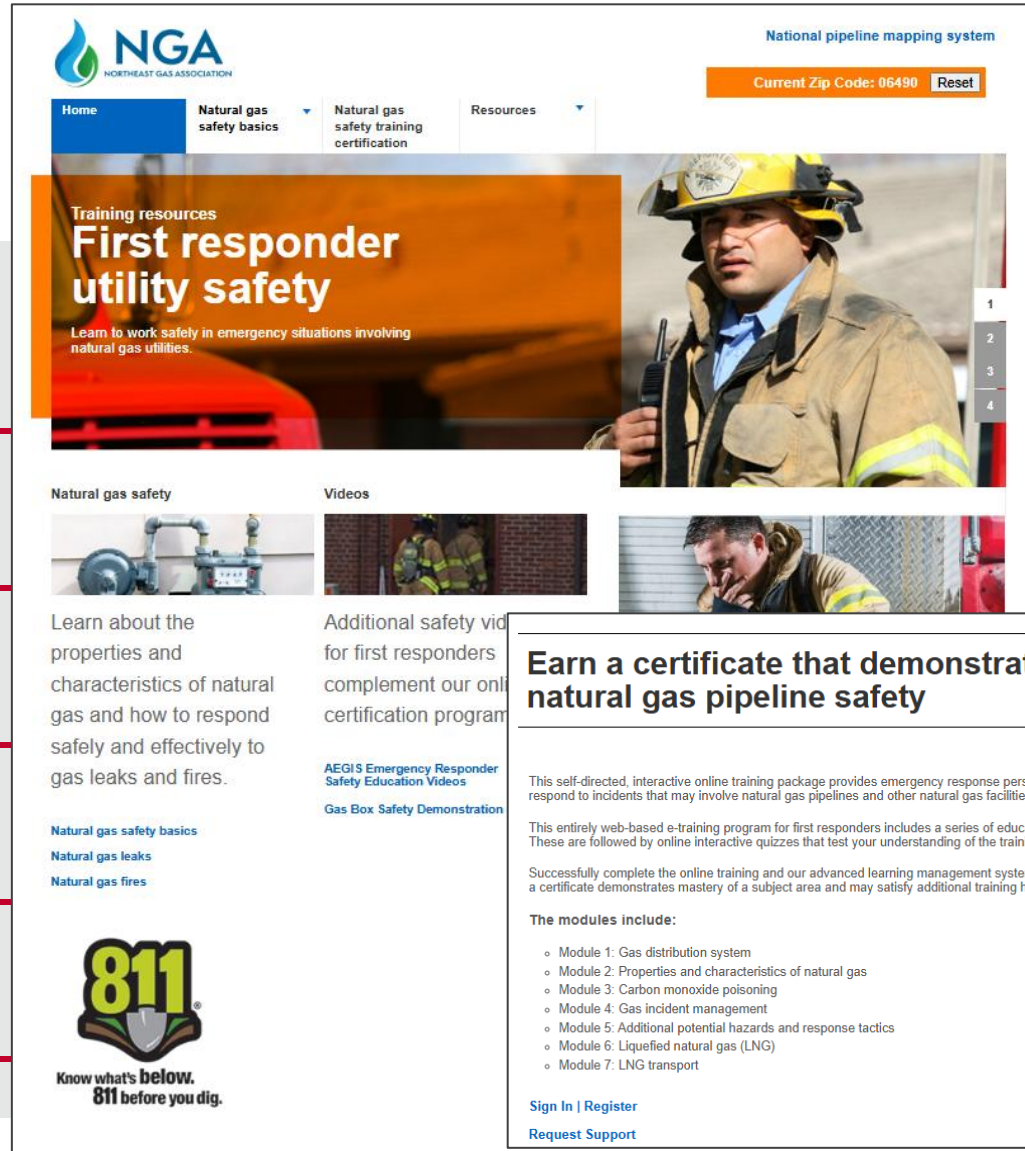
Live demo of the NGA's online learning

Leading practices and insights

Research and practices to support engagement

Next steps

How can you take advantage of this program?



The screenshot shows the NGA website interface. At the top, there is a navigation bar with 'Home', 'Natural gas safety basics', 'Natural gas safety training certification', and 'Resources'. A 'National pipeline mapping system' section includes a 'Current Zip Code: 06490' field and a 'Reset' button. The main content area features a large banner for 'First responder utility safety' with the text 'Learn to work safely in emergency situations involving natural gas utilities.' Below this are sections for 'Natural gas safety' and 'Videos'. A prominent callout box on the right states: 'Earn a certificate that demonstrates your knowledge of natural gas pipeline safety'. This box contains a description of the self-directed training package, a list of seven modules (Gas distribution system, Properties and characteristics of natural gas, Carbon monoxide poisoning, Gas incident management, Additional potential hazards and response tactics, Liquefied natural gas (LNG), and LNG transport), and links for 'Sign In | Register' and 'Request Support'. At the bottom left of the page, the 811 logo is displayed with the slogan 'Know what's below. 811 before you dig.'

Get to know Culver Company

About Culver Company

Culver is uniquely qualified to provide insights on public safety engagement strategy and tactics.

Our Heritage

49 years of experience as utility industry partners and consultants, providing services to electric, gas, and water utilities throughout North America.

Our Expertise—Utility Public Safety Awareness

- **Turn-Key Public Safety Programs:** Targeting at-risk workers/excavators, first responders/emergency officials, students & educators, public officials, and the affected public
- **Research:** Stakeholder feedback, primary research, quantitative (RP 1162) and qualitative (focus groups, content effectiveness)
- **Risk Analysis:** Leveraging benchmarking data to mitigate risk by identifying gaps and driving continuous improvement
- **Program Support:** Documentation, benchmarking, & reporting; messaging effectiveness and accuracy of safety information; comprehensive RP 1162 program support
- **Successfully Support;** audits and risk assessment for AEGIS Insurance Services, PHMSA, FERC, National Transportation Safety Board (NTSB), and state and local regulators

Holistic Approach to Public Safety

Understanding the whole picture

RISK REDUCTION

“Why is the gas pipeline damaged?”

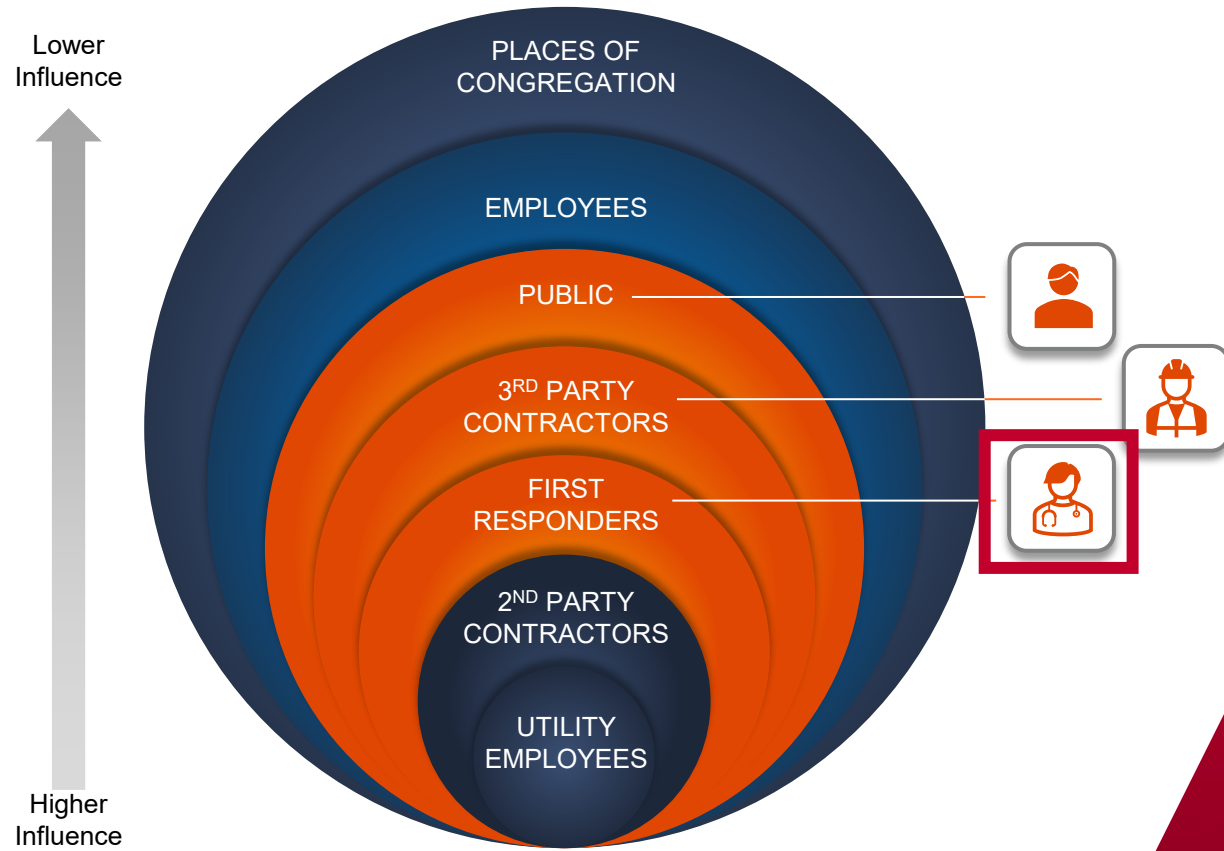
INCIDENT PREVENTION

“Why did the person dig near the gas pipeline?”



Targeted At-Risk Audiences and Program Objectives

- Utility public safety awareness programs delivered to at-risk first responders, third-party contractors, and members of the public—including schools, kids, and their families—offer cost-effective options for reducing aspects of enterprise risk that otherwise require a combination of additional infrastructure investment, O&M spending, and/or increased insurance premiums, all of which can impact rates.
- Program objectives include helping to save lives, reduce injuries, decrease damage claims and claims-related costs, mitigate risk and litigation, enhance the reputational value of the utility brand, and increase the value of the utility and its services for the community.



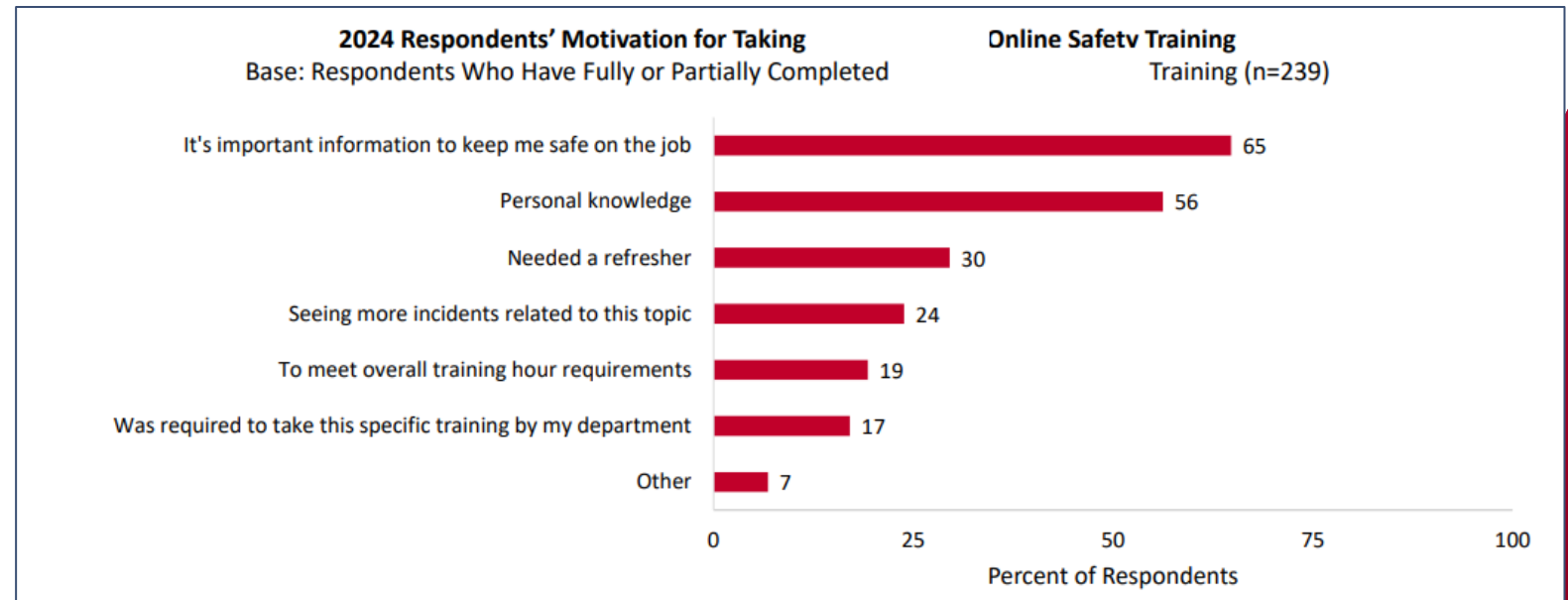
Program background

First Responder Natural Gas Safety Training Program

Culver Company and the NGA launched the online course for first responders in 2017.

- Who is this course for?
- Why did we develop it?
- Who worked on the content?
- Why do first responders take this course?
- What is the user experience like?
- What opportunities exist?

Culver Company completed research on a utility company's comparable online learning program in 2024.



NGA members with branded and/or customized experiences*

Branded course with standard 7 modules

**Members not listed have access to the NGA's branded course with standard 7 modules*

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Completely customized course, with an additional Electric Safety course

VGS

NGA course with custom VGS 8th module

PGW

Branded course with custom PGW 8th module

Let's see the course!

ngafirstresponder.com

Member Portal Login | Contact Us | What's New | Industry Careers | The Pipeline | in | Q

NGA NORTHEAST GAS ASSOCIATION

About Us | Membership | **Training & Qualification** | Events | Safety | Technology / R&D | Industry Info

Training & Qualification

Learn more about the Training and qualification programs currently being offered by the Northeast Gas Association (NGA)

[Learn More](#)

- Operator Qualification Program
- Plastic Pipe Joining
- LNG/LP Safety School
- PSMS Collaborative
- New York OQ-Licensed Plumbers
- Welding Qualification
- Leadership Development
- Operations Training
- 1st Responder Safety Training**

NGA NORTHEAST GAS ASSOCIATION

Reminder to complete your Utility Training Program March 14, 2025

Priority Message

NGA NORTHEAST GAS ASSOCIATION

Natural Gas Pipeline Safety Program

Hi Casey,

This is a reminder message that you are enrolled in **NGA Gas Safety Training Certification** but have not completed all the modules. Please [click here](#) to access the course and complete your training today! Once fully completed, you will receive a certificate of completion.

Thank you,

Northeast Gas Association

Note: This is a system generated message. Please do not reply to this email. If you need any help, please email .

Welcome, Casey

Thank you for registering for Northeast Gas Association

CERTIFICATE OF COMPLETION

Casey Harrington

Has earned this certificate of completion for:

Natural Gas Pipeline Safety e-Learning Program for First Responders

04/01/2026

This individual has completed three and a half hours of safety training.

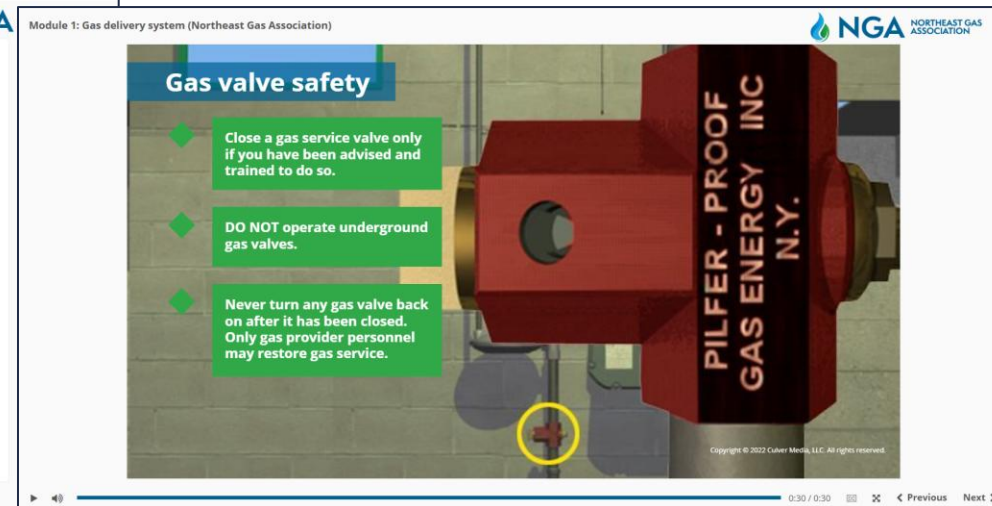
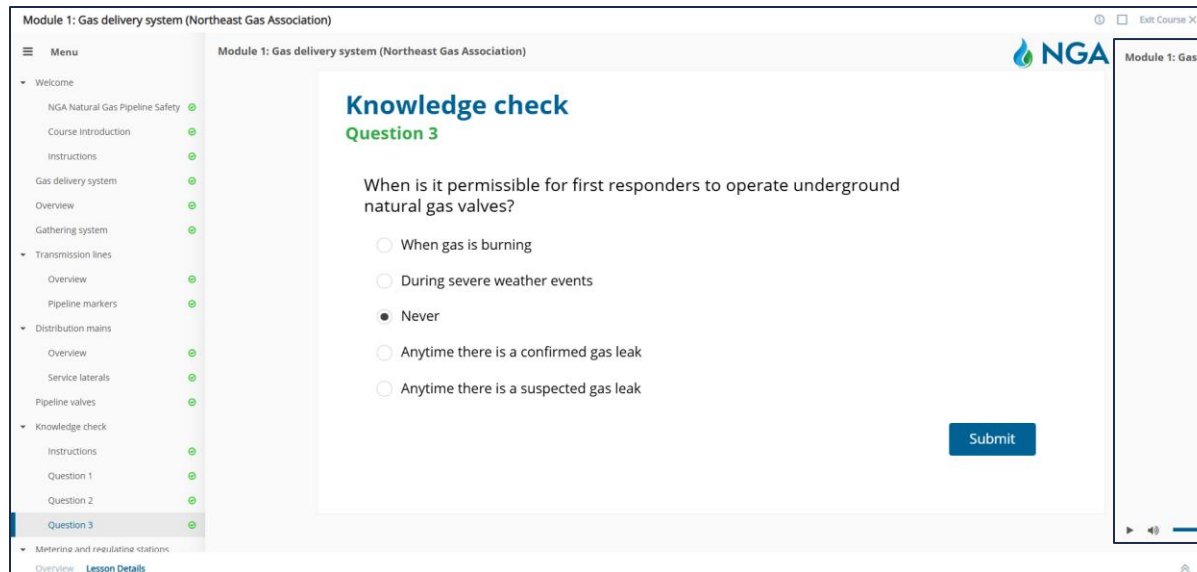
NGA NORTHEAST GAS ASSOCIATION

Leading practices and insights

Culver Company conducts regular research on first responders. Here's what we know:

First responders...

- Strongly believe in the value of natural gas safety in protecting themselves and the communities they serve.
- Expect their utility to educate them about natural gas safety.
- Often report experiencing a natural gas pipeline leak or break.



What do you know about first responders in your service area?

Some questions to ask:

- How does your organization interact with them? What feedback do they have?
- Do you have access to any surveys, research, or effectiveness studies? What about marketing or demographic information?
- From what you know, how do they prefer to communicate and learn?
- Are there specific risk areas, recent incidents, or topics that might be relevant for them?
- How does your organization define first responders? Does that group include law enforcement, EMTs, emergency response agencies, etc., or is it more narrowly defined as firefighters? How might these groups leverage course content differently, or how might their priorities differ?

Using these questions and the answers you get, develop a profile of first responders in your area so you can promote and engage them in this course.

How do first responders in your area want to be engaged?

1. Promote to their preferences

- Marketing & Communication Campaigns:
 - Mailings, emails, advertisements, social media, etc.
- In-Person Stakeholder Engagement:
 - Develop brochures or leave-behinds for your outreach teams to hand out at community and industry events, or visits to fire houses and law enforcement agencies.

2. Highlight course features

- Use links and/or QR codes to bring learners straight to the course
- Highlight specific content areas that are of interest to your first responders (gas leak identification or LNG, for example)
- Promote features like the certificate of completion, or the self-directed pacing

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First Responder Utility Safety Training Program

Two courses. One goal: protect lives.

As a first responder, you're often the first line of defense. Preparation is key. Our FREE online safety courses help you respond quickly and safely to emergencies involving natural gas and electric utilities.

Get started today!

1. Register at firstresponder.ngridsafety.com. Once you create your user ID and password, you'll be able to access all the e-learning modules and resources.
2. Complete all e-learning modules and receive a certificate of completion that may serve to satisfy your department's utility safety training requirements.

[Register now](#)

Register today and complete your FREE e-learning at firstresponder.ngridsafety.com.

Expand your expertise.

Be prepared for utility emergencies with our FREE e-learning course for first responders. Gain the expertise to handle utility incidents involving natural gas and electricity.

First Responder e-Learning Program

Our flexible, modular course lets you learn at your pace. By 90-day opportunities with your schedule. Upon completion, you'll earn a certificate showcasing your achievement and expertise.

Keep yourself, your team and the public safe. Register and start your online training today at firstresponder.ngridsafety.com.

Visit firstresponder.ngridsafety.com and connect with us on [f](#) [i](#) [t](#) [v](#)

What are other first responders saying about the program?

“Highly informative and has helped me refresh on my response to these types of incidents.”

“Excellent courses. All first responders should take this program. Very comprehensive and easy to understand.”

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

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

In case of gas emergencies:
Long Island and the Rockaways: 911 and 1-800-490-4045
Metro New York: 911 and 1-718-643-4050
Upstate New York: 911 and 1-800-892-2345
Massachusetts: 911 and 1-800-233-5325

In case of electric emergencies:
Upstate New York: 911 and 1-800-867-5222
Massachusetts: 911 and 1-800-465-1212

IMPORTANT TERMS AND CONDITIONS – PLEASE READ PRIOR TO USE.

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First Responder Utility Safety Training

Register today for FREE online training at firstresponder.ngridsafety.com.

What else do we know about first responders?

Many first responder online learners are also responsible for training others.

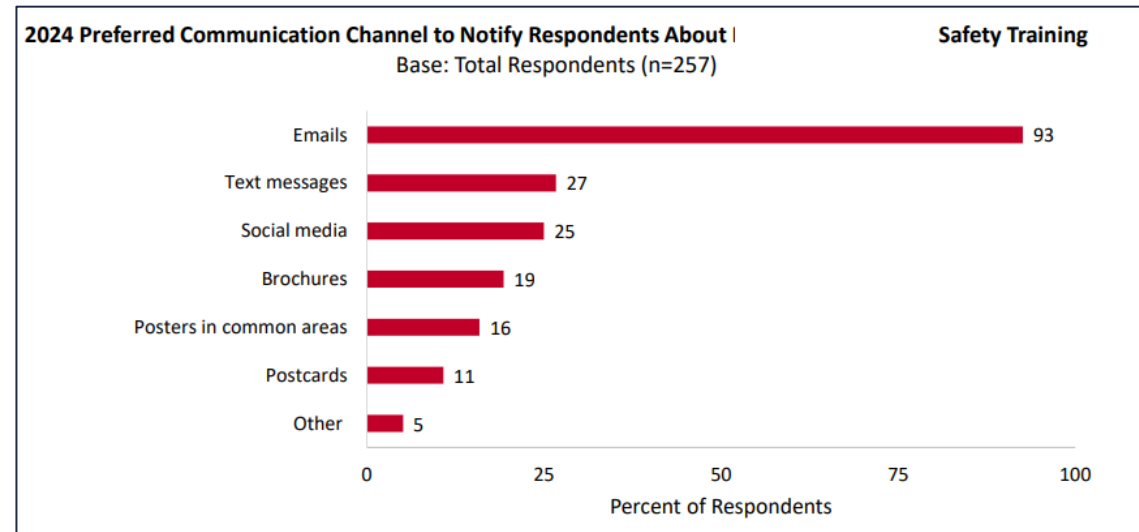
- **Takeaway:** Identify Training Coordinators at emergency response organizations in your service territory; engage with them to share the training.

First responders prefer email communications over print.

- **Takeaway:** Utilize email to engage your first responders.

Most first responders prefer to receive updates on future training opportunities via email. Other channels are important, too!

- **Takeaways:**
 - Utilize in-house email databases or external lists to further promote the course.
 - Utilize learner registration emails from this platform (available via monthly report) to engage further with the learners who have already signed up.
 - The current course uses automatic emails to remind learners to take the course, yay!



Your next steps!

How can you get started?

1. Take the course and get to know the material yourself.
2. Learn about first responders in your area.
3. Identify available organizational resources.
4. Promote the course and engage with your first responder learners.



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First Responder Utility Safety Training

Be ready. Stay safe. Respond with confidence.
Enhance your team's ability to safely handle utility-related emergencies. Our self-paced, comprehensive courses are designed for fire, police and EMS personnel. They are free, self-paced and include a certificate of completion.

Natural Gas Safety Program
Gain critical knowledge on:
 • How the gas distribution system works
 • Natural gas properties and hazards
 • Carbon monoxide risks
 • Managing gas-related incidents
 • Tactics for identifying and handling additional hazards
 • Liquefied natural gas (LNG) and transport safety

Electrical Safety Program
Learn to recognize and respond to:
 • Electrical hazards and safety protocols
 • Structure and risks of the electric distribution system
 • Fires involving electrical equipment
 • Downed power line protocols
 • Safety around photovoltaic (PV) solar systems

Register and complete your online training today at firstresponder.ngridsafety.com.

Xcel Energy

Prepare Now with FREE Utility Safety Training

Downed wires. Gas leaks. Utility hazards are unpredictable and high-risk.
Access two FREE online training programs specifically designed for first responders. The training helps you recognize hazards, respond safely, and protect your team and community.

- ✓ Electrical Safety Certification
- ✓ Natural Gas Safety Certification

Both courses are self-paced, practical and focused on real emergency response scenarios. Complete the course and receive a certificate of completion to add to your training file.

Know the dangers. Make the right call. Protect your team and community.

Start Your Free Training Today »

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

In case of emergency, call 911 and then Xcel Energy:
 Electrical Emergencies: **800-895-1999**
 Natural Gas Emergencies: **800-895-2999**
 Gas Transmission Pipeline Emergencies (CO and TX only): **800-696-7811**

Rhode Island Energy
A PPL company

First responder utility safety training program

Readiness is key when responding to emergencies.
When called to the scene of an incident involving natural gas or electricity, every second counts. In some cases, it may even be up to you to prevent the devastating consequences associated with leaking gas lines, downed wires or damaged infrastructure.

Learn to quickly recognize and respond to the hazards that can arise during utility-related emergencies by enrolling in our FREE, self-paced safety courses. Created in collaboration with experts and experienced fire chiefs, these courses provide the critical guidance you need to ready yourself for future emergencies—today!

Expand your expertise today.

1. Register at rienergy.e-smartresponders.com. Once you create a username and password, you'll have access to the available learning modules and resources.
2. Complete all learning modules to receive a certificate of completion that may serve to satisfy your department's utility safety training requirements.

Free, life-saving guidance is only a click away.

REGISTER NOW

For more first responder safety information, visit rienergy.e-smartresponders.com.

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

To report emergencies, call 911 and Rhode Island Energy immediately.
 Natural gas emergencies: 1-800-640-1595
 Electrical emergencies: 1-855-RIE-1102 (743-1102)

Rhode Island Energy
A PPL company

Safety starts with preparation.

As a first responder, it's critical that you know how to properly assess and address incidents involving natural gas and electricity.

Our FREE self-paced, remote training courses provide the vital protocols and expert tips needed to mitigate the risks created by damaged gas lines, downed wires and other emergencies involving utility infrastructure.

SCAN HERE
Point your cell phone camera here to register and begin your training.

Register today for your FREE utility safety training courses: rienergy.e-smartresponders.com

Register to begin training at rienergy.e-smartresponders.com

Visit rienergy.e-smartresponders.com and connect with us on [f](#) [t](#) [i](#) [c](#)

First responder utility safety training

Thank You

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