



Leaving natural gas service connected during demolition and major renovation can cause injuries or even deaths

Leaving natural gas service connected poses a hazard that could result in fire, explosion and loss of life and property. It can also cause undetected gas leaks that may lead to damage and threat to life at a later date.

Arrange to disconnect service before you begin demolition or major renovation work on or around any property

Contact National Grid's Customer Service Center.

Call us 15 to 30 days prior to start of work at **1-800-930-5003** to get the required application form to properly disconnect natural gas service and remove the meter.

Be clear about the work that is being done.

It is not enough to request a simple shut-off of the gas when major work is planned. Shut-off is for transition to new resident/owner when no construction or renovation is involved. It is not safe to leave utilities connected while major construction is underway.



DO NOT begin work until you receive a Service Line Disconnect Letter.

Once the gas service has been disconnected, National Grid will provide a Service Line Disconnect Letter confirming this fact. The local building/permitting department may ask to see this letter before issuing a permit.

- You may apply for the natural gas disconnect and Service Line Disconnect Letter on the property owner's behalf, if the owner provides an affidavit authorizing the work.
- National Grid charges a fee to disconnect an active gas service line and a fee to reconnect that line once work is complete.

For more contractor safety information, visit ngridssafety.com.



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

Smell Gas. Act Fast.

**In a natural gas emergency, call National Grid:
24 hours a day, 7 days a week**

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

**Metro NY:
911 and 1-718-643-4050**

**Upstate NY:
911 and 1-800-892-2345**

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

**Rhode Island
911 and 1-800-640-1595**

Connect with us:

