

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

For the safety of your tenants, your property and our community, confirm that natural gas service has been disconnected before beginning demolition or major renovation projects.



#12465 – Landlord/Property Mgr



Visit [ngrid.com](https://www.ngrid.com) and connect with us on

**IMPORTANT NATURAL GAS SAFETY INFORMATION ENCLOSED.**

**Contact National Grid for expert guidance**  
When you are planning demolition or significant renovation, only National Grid can answer your questions about your natural gas service. To protect your property and our community, call National Grid's Customer Service Center at **1-800-930-5003.**

104 Bridge Road  
Salisbury, MA 01952

# Disconnect natural gas service during demolition and major renovation



**Are you planning structural demolition or significant renovation, including building elevation or addition? Whatever your project, make safety your first priority. It is not safe to leave utilities connected whenever you are undertaking such major projects.**

**Failing to properly disconnect natural gas service poses a hazard that could result in fire, explosion and loss of life and property, or at a later date, could lead to damage and threat to life from undetected gas leaks.**

## Arrange to disconnect service

When planning major construction – such as demolition, building elevation or significant renovation – simply shutting off gas service is not enough. National Grid must disconnect the gas service at the property line and remove the meter.

- **Contact National Grid well in advance. 30 to 45 business days before work begins** on or around your property, you and/or your contractor should contact National Grid to arrange to properly disconnect your gas service and get the required application form.

Call National Grid's Customer Service Center at **1-800-930-5003** to speak with a representative about the scope of the project and get the required application form.

## Obtain a Service Line Disconnect Letter

Once the gas service has been disconnected, National Grid will provide a Service Disconnect Letter confirming this fact. Your local building/permitting department may ask to see this letter before issuing a permit. Your contractor should have a copy of this letter before beginning work.

- Your contractor may apply to have natural gas service disconnected on your behalf, if you provide an affidavit authorizing the work.
- National Grid charges a fee to disconnect an active gas service line and obtain the Disconnect Letter, as well as to reconnect service when the work is complete.

## Notify 811 for a safe excavation

Remember, your contractor must also notify **811** prior to doing any digging on your property, even if the gas service has been properly disconnected. New York state law requires that all underground utilities on your property are located and marked before excavation can begin and that safe digging practices are followed.

Assuring that natural gas service has been disconnected before work can safely begin on or around your building is the shared responsibility of everyone involved with your project.



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

