



## Tips of the trade

### Pipeline Safety

Welcome to National Grid's Tips of the Trade. National Grid is committed to your safety, and these tips are intended to help you work safely near our natural gas pipelines. Please review these tips with your coworkers at your tailgate or toolbox meetings before work begins.

## Five steps for safe demolition or renovation

Before starting any demolition, deconstruction or significant renovation projects, including building elevations or additions, take these five steps to ensure your job proceeds as safely as possible:



### 1. Call National Grid

Do **NOT** begin the job until National Grid has shut off the gas, disconnected the gas service lateral at the main or property line and removed gas meters and regulators. For service disconnects, call the number in your area:

- Brooklyn, Queens and Staten Island: 1-718-643-4050 (gas)
- Long Island: 1-800-930-5003 (gas)
- Upstate New York: 1-800-642-4272 (gas and electric)

### 2. Obtain 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. **Do NOT begin work until you or the property owner have a copy of this letter.**

After gas service has been disconnected, safe digging practices continue to be critical. Even minor damage to temporarily disconnected gas service lines can result in leaks when service is restored, threatening fire, explosion and loss of life and property.

### 3. Notify 811 before you dig

If the job involves digging or moving earth in any way – such as removing footings, foundations or tree stumps – state law requires you to call 811 or enter an online request at least two full working days before digging in New York (excluding the day you call and weekends and legal holidays). Online, place a locate request at:

- Upstate New York: [digsafelynewyork.com](https://digsafelynewyork.com)
- Metro New York, Long Island and the Rockaways: [newyork-811.com](https://newyork-811.com)

The 811 center will notify member underground facility owners in the immediate area, so the location of buried utility lines can be marked prior to excavation. The 811 center can also inform you about additional notification and onsite meetings that may be required for demolition projects. For example, New York state law requires that you request a pre-demolition conference through 811 at least seven days before work begins with all member operators who have underground facilities at or near your demolition site.



[Watch our 811 video >](#)

### 4. Survey the site for hazards

Before work begins, conduct a visual inspection of the structure and the surrounding property to confirm that it is safe to begin. If utility disconnects are required, double check to make sure the natural gas meter has been removed from the structure. Also confirm that the gas service has been disconnected from the gas source.

### 5. Review your emergency plan before work begins

Make sure everyone at the job site knows what to do in case of an unforeseen natural gas utility contact. This is especially important for partial demolition jobs, where gas service may continue to be supplied to a portion of the property.

### Would you like to know more?

Additional utility safety tips, case studies, instructional videos and training tools can all be found, at no charge to you, on [National Grid's e-SMARTworkers website](#).

*Please help us improve our safety tips to meet your training needs. Take our two-minute survey.*

[Take survey](#)

For more contractor safety information, visit [ngridssafety.com](https://ngridssafety.com).



Know what's below.  
811 before you dig.

To report emergencies, call **911** and **National Grid** immediately.

**Smell Gas. Act Fast.**

In case of gas emergencies:

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

Metro New York:  
**911** and **1-718-643-4050**