



104 Bridge Road
Salisbury, MA 01952

**Contact National Grid
for expert guidance.**

When contractors or the public are planning demolition or significant renovation, only National Grid can disconnect natural gas service and answer their questions about how to proceed safely. To protect your clients and our community, urge them to call our Customer Service Center at **1-800-233-5325**.



**IMPORTANT NATURAL GAS SAFETY
INFORMATION ENCLOSED.**

Visit ngridssafety.com and connect with us on



#13275 – Building/Permit



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

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



Smell Gas. Act Fast.

**In a gas emergency, call 911 and National Grid
24 hours a day, 7 days a week at 1-800-233-5325.
Always call 911 if you suspect a gas leak!**

Disconnect natural gas service during demolition and major renovation.



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

National Grid and local building departments in Massachusetts are critical partners in protecting lives, property and our community.

To ensure projects proceed safely, direct contractors and property owners planning demolition or significant renovation, including building elevation or additions, to contact National Grid to properly disconnect natural gas service before they begin work.

Leaving natural gas service connected 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 undetected gas leaks that also threaten lives.

Always contact your state 811 center before digging and for the most current requirements.

Critical steps for contractors and property owners

Direct contractors and property owners planning demolition or significant renovation to take these steps:

- **Contact National Grid well in advance. Several weeks before beginning work,** arrange to have natural gas service disconnected properly and have the meter removed. The owner or contractor should call National Grid's Customer Service Center at **1-800-233-5325** to speak with a representative about the scope of the project and make arrangements.
- **Be clear about the scope of work.** It is not enough to request a simple shut-off of the gas when major work is planned. Shut-off is for transition to a new resident/owner when little or no construction or renovation is involved. It is not safe to leave utilities connected while demolition or major construction is underway.
- **Obtain a letter** from National Grid confirming that the gas service disconnect work has been accomplished.*
 - For the safety of the community, **National Grid urges all building departments and permit offices to require this letter** confirming that the natural gas service line has been properly disconnected before issuing building permits for demolition or significant renovation projects.

*National Grid charges a fee to disconnect an active gas service line, as well as to reconnect service when the work is complete.

Contact National Grid for expert guidance.

If property owners or contractors have questions about natural gas service when planning demolition or renovation, urge them to call National Grid's Customer Service Center at **1-800-233-5325**.



Know what's below.
811 before you dig.