



104 Bridge Road  
Salisbury, MA 01952

**Contact National Grid  
for expert guidance.**

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



**IMPORTANT NATURAL GAS SAFETY  
INFORMATION ENCLOSED.**

Visit [ngridssafety.com](http://ngridssafety.com) and connect with us on



#13275 – Contractor



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

For the safety of your employees, your clients and our community, confirm that natural gas service has been disconnected before starting demolition or major renovation.



**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.



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

Whenever you undertake demolition or significant renovation projects, including building elevation or additions, protect yourself, your employees, your clients and our community by confirming that utility services have been disconnected before beginning 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.

## Arrange to disconnect service

**Contact National Grid well in advance. Several weeks before you begin demolition or major renovation work** on or around any property, you or the property owner should contact National Grid to arrange to properly disconnect natural gas service and have the meter removed.

Call National Grid's Customer Service Center at **1-800-233-5325** to speak with a representative about the scope of your project and to make arrangements.

**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 a new resident/owner when no construction or renovation is involved, and it is not safe to leave utilities connected while demolition or major construction is underway.

**Do not begin work until you receive a confirmation letter.** Once the gas service has been disconnected, National Grid will provide a letter confirming this fact. Your local building/permitting department may ask to see this letter before issuing a permit. **DO NOT** begin work until you have a copy of this letter.

- You may make arrangements for the natural gas disconnect 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.

## Five steps to safe excavation

- 1 Plan your job and pre-mark your dig area** with white paint, flags and/or stakes.
- 2 Call 811 or make an online request** for utility locates at least 72 hours before any excavation starts, excluding weekends and legal holidays. At no cost to you, the 811 center will notify member underground facility owners in the immediate area, so the location of pipelines and other facilities can be marked prior to excavation.

- Dial **811** or use the ticket-entry system at **digsafe.com**.

- 3 Wait the required time** for utilities to locate and mark their buried lines or to inform you that no utilities are present in your dig area.

- 4 Respect the marks** when digging.

- 5 Dig with care** and use **ONLY** hand tools or vacuum technology within the "tolerance zone," which spans the width of a marked utility plus **18 inches** from each indicated outside edge.

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



## If you contact a natural gas pipeline and/or suspect a gas leak

Assume there's a danger. Respond immediately, even if the damage appears minor:

- **Warn others and leave the area quickly. DO NOT** wait for utility personnel to arrive. Leave your equipment behind.
- **Do not use matches, lighters or anything electrical** (even a phone, garage door opener or light switch) in the vicinity of the leak. A spark from any of these items could ignite leaking gas and cause an explosion.
- **Leave the excavation open** and do not attempt to stop the flow of gas.
- **From a safe location, call 911 and National Grid at 1-800-233-5325.** Excavators are required by law to call 911 in the event of escaping gas.
- **Stay away from the area** until National Grid personnel say it is safe to return.



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