



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 later may lead to damage and threaten lives.

## 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 well in advance of starting work to speak with a representative about the scope of your project and to make arrangements to properly disconnect natural gas service and remove the meter:

- Massachusetts: 1-800-233-5325
- Long Island and the Rockaways: 1-800-930-5003
- Metro New York: 1-718-643-4050
- Upstate New York: 1-800-642-4272

### Be clear about the work that is being done.

Do NOT 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.



### Submit your request.

You must submit a Gas Service Line Alteration and Verification Request to National Grid to obtain a Service Line Disconnect Letter before starting work.

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

- Disconnect Letter provided upon request in Upstate New York.
- You may make arrangements for the natural gas disconnect on the property owner's behalf. In Massachusetts and Downstate New York, the owner must provide an affidavit authorizing this work.
- Each project is unique and fees may apply. Please contact your Customer Service Center for more information.

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

To report emergencies, call **911** and **National Grid** immediately. Always call **911** if you suspect a gas leak!

**Smell Gas. Act Fast.**



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

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**

Upstate New York: **911 and 1-800-892-2345**

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

In case of electric emergencies:

Upstate New York: **911 and 1-800-867-5222**

Massachusetts: **911 and 1-800-465-1212**