



430 Boston Street, Suite 103
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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. (Phone numbers inside.)



IMPORTANT NATURAL GAS SAFETY INFORMATION ENCLOSED.

Visit ngridsafety.com and connect with us on



#17417 – 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. Always call 911 if you suspect a gas leak!

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



Disconnect natural gas service during demolition and major renovation.

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 of beginning 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 our Customer Service Center to speak with a representative about the scope of your project and to make arrangements:

- 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 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.

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 the Disconnect 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.

*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.

Notify 811 to have buried utility lines marked

Always notify 811 before you dig, even if the gas service has been properly disconnected.

- **New York:** Call 811 or enter an online request at least two full working days before digging (excluding the date of your request, weekends and legal holidays).
 - Upstate New York: **UDigNY.org**
 - Metro New York, Long Island and the Rockaways: **newyork-811.com**.

- **Massachusetts:** Call 811 or visit **digsafe.com** at least 72 hours before digging (excluding weekends and legal holidays).

For demolition projects in 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.

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



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

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, cigarettes, vape pens 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.** *Excavators are required by law to call 911 in the event of escaping gas.*
 - Massachusetts: 911 and 1-800-233-5325
 - 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
- **Stay away from the area** until National Grid personnel say it is safe to return.