



430 Boston Street, Suite 103
Topsfield, MA 01983

Contact National Grid for expert guidance.

When you are planning demolition or significant renovation, only National Grid can answer your questions about your natural gas service. To protect your property and our community, call National Grid's Customer Service Center. (Phone numbers inside.)



IMPORTANT NATURAL GAS SAFETY INFORMATION ENCLOSED.

Visit ngridsafety.com and connect with us on



#17419 – Landlord/Property Mgr



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

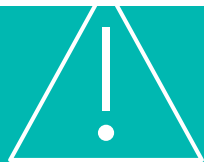
For the safety of your tenants, your property and our community, confirm that natural gas service has been disconnected before beginning demolition or major renovation projects.



Smell Gas. Act Fast.

In a gas emergency, call 911 and National Grid 24 hours a day, 7 days a week. 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 on or around your property is the shared responsibility of everyone involved with your project.

Are you planning structural demolition or significant renovation, including building elevation or addition? Whatever your project, make safety your first priority. It is not safe to leave utilities connected whenever you are undertaking such major projects.

Failing to properly disconnect natural gas service 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.

When planning major construction – such as demolition, building elevation or significant renovation – simply shutting off gas service is not enough. National Grid must disconnect the gas service at the property line and remove the meter.

Contact National Grid well in advance of beginning work on or around your property. You and/or your contractor should call National Grid's Customer Service Center to speak to a representative about the scope of the project and make arrangements to properly disconnect your gas service:

- 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

Submit a Gas Service Line Alteration and Verification Request to National Grid to obtain a Service Line Disconnect Letter

before starting work. 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. Your contractor should have a copy of this letter before beginning work.

- Your contractor may apply to have natural gas service disconnected on your behalf. In Massachusetts and Downstate New York, the property 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.

*Disconnect Letter provided upon request in Upstate New York.



Notify 811 for a safe excavation.



Know what's below.
811 before you dig.

Remember, your contractor must also notify **811** prior to doing any digging on your property, even if the gas service has been properly disconnected. For demolition projects in New York, state law requires the contractor to 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 the demolition site.

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