

Natural Gas Safety Connection

Gas Emergency **1-800-892-2345** or call **911**
 Customer Service **1-800-642-4272**
ngrid.com/gassafety

We're focused on delivering your safe, reliable gas.

For more than a year, we've been navigating the pandemic's challenges together. Through it all, we remain focused on delivering your safe, reliable natural gas.



Payment assistance is here if you need it

Personalized COVID-19 payment plans and other assistance are available — even if you've never qualified for help before.

Available to all customers, our personalized COVID-19 Payment Agreement allows you to spread your past due amount over manageable installments — with \$0 down.

Learn more at ngrid.com/billhelp.

Meter inspections are required.

New York state law requires us to inspect natural gas meters and associated piping. The no-cost inspections make sure all natural gas services are working properly and safely. When you receive notification, please respond right away to schedule a convenient appointment time. Our employees and contractors strictly adhere to safety protocols to keep them — and you — safe. They also carry photo identification cards. Without the proper ID, don't let them in. If you have concerns, call **911**.

Excess flow valve notification.


Customers may request installation of an excess flow valve (EFV), a safety device that slows the flow of natural gas in the event of a service line break.* An EFV is not required for normal operation of your gas line. In fact, you may already have an EFV installed.


**There is a charge for this service. Certain conditions must exist for this installation.*


Visit ngrid.com/gasefv, email CustomerGasConnectionsUNY@nationalgrid.com or call **1-800-260-0054**.


Smell gas. Act fast.

Use your senses to detect gas leaks. Gas leaks are often recognized by:

 **SMELL:** Natural gas is odorless. A strong odor similar to rotten eggs is added so you can detect it fast.*

 **SIGHT:** Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. You may see blowing dust. Vegetation in the area may appear to be dying.

 **SOUND:** You may hear an unusual noise like roaring, hissing or whistling.

 Call **1-800-892-2345** or **911**.

*Odor fade:

Your sense of smell isn't always the most reliable way to detect a gas leak. Sometimes physical and/or chemical processes can cause a loss of odorant in natural gas, making it undetectable by smell. Because of the possibility of odor fade, it's important to not rely only on your sense of smell to be alerted to a natural gas leak.

Request a service disconnection before major projects.

Leaving natural gas service connected during major renovation or demolition projects could pose a hazard such as injury to your family, damage to property or future undetected leaks. Before work begins, ask for a service disconnection.

Contact National Grid in advance to get the required application to disconnect gas service and remove the meter at **1-800-260-0054**.

Be clear about work being done. A shutoff, for example, is only used during tenant/owner transitions and not during major construction.

Do not begin work until you receive a service line disconnect letter. Local municipalities often seek this before issuing a permit.



An owner or contractor may apply for the service line disconnect letter on behalf of the property owner. The owner must provide an affidavit authorizing work.

**There are fees associated with disconnecting and reconnecting lines. It's the owner's or contractor's responsibility to get a disconnect.*

Doing yard work? Use caution near your gas meter.

Planting trees and shrubs can add beauty and value to your home. Remember, do not change the height of the soil or landscaping materials around your outside gas meter. Also be very careful when using power tools, such as lawn mowers, weed trimmers, etc.

It's important to keep your above-ground meter, piping and valves damage-free and clear of plants, soil, mulch or building structures, which can lead to a potential hazard to the dwelling, yourself and anyone around you.



If you do hit or damage the meter or piping, please call **1-800-892-2345** or **911**.

Call 811 before you dig.

Spring means outdoor projects — planting trees and shrubs or maybe adding new fencing, a pool or a deck. Whether doing it yourself or hiring a professional, always call **811** before digging to have underground lines marked. It's the law, and it could prevent loss of life, injury and property damage. Call **811** or **1-800-962-7962** or visit **digsafelynewyork.com**.

Use outdoor gas appliances safely.

Keep safety in mind while enjoying your backyard this summer.



Grills:

- Make sure the gas grill is turned off or disconnected before cleaning.
- Check the metal tubes under each burner for signs of spiders, insects and nests which can block gas flow, possibly causing a fire. Models with spider guards or screens can help prevent this problem by preventing spiders or other insects from moving into the tube.
- Clean regularly. Use a small flexible brush to remove debris from the metal tube and a thin wire to gently clean the holes or ports of each burner.

Natural gas patio heaters and fireplaces:

- Have a certified contractor run the gas line.
- Keep appliances a safe distance away from your house or any building.

Safety tip: Schedule your annual heating system check up.

Multi-family, apartment or business complex owners please share.

This is an important safety notice. Please have it translated.

See "select language" link at nationalgridus.com

Vea el enlace «seleccionar idioma» en nationalgridus.com
Voir le lien «sélectionner la langue» sur nationalgridus.com
Vedere il collegamento "seleziona lingua" su nationalgridus.com

Ver a ligação "seleccionar língua" em nationalgridus.com
См. илку "Выбрать язык" на сайте nationalgridus.com
Xem liên kết "lựa chọn ngôn ngữ" tại nationalgridus.com