

# Natural Gas Safety Connection

Gas Emergency **911** or call **1-800-892-2345**  
 Customer Service **1-800-642-4272**  
[ngrid.com/gassafety](http://ngrid.com/gassafety)



## We're here to help.

We understand these are challenging times. Whenever you are concerned about paying your energy bill, let us know. We offer payment plans and assistance options for eligible customers. Learn more at [ngrid.com/heretohelp](http://ngrid.com/heretohelp).



## Stay safe. Call 811 before you dig.

It's the season for outdoor projects — such as planting trees and shrubs or maybe putting in new fencing, a pool or a deck. Whether you're doing it yourself or hiring a professional, always make sure to call **811** before digging. It's not only the law but it could prevent loss of life, injury and property damage.

UDig NY: Call **811** or **1-800-962-7962** or visit [udigny.org](http://udigny.org)






## Smell gas. Act fast.

Take action in a gas emergency. Protect yourself and your family by remembering these important safety tips:

- ✓ **Get Out** — All occupants should leave the house or building immediately. Please do not use the telephone or light switches for any reason.
- ✓ **Report a Gas Emergency** — After leaving the house or building and reaching a safe environment, call **911** or our gas emergency number: **1-800-892-2345**.
- ✓ **Stay Out** — Please do not return to your home or building until National Grid tells you it is safe.

## 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.

### \*Odor fade:

Because physical and/or chemical processes can cause loss of odorant, making it undetectable by smell, it's important to not rely only on your sense of smell to be alerted to a natural gas leak.

## Stay safe at home with alarms.

Installing different kinds of alarms throughout your home can provide added protection for you and your family year-round.

- A carbon monoxide (CO) alarm sounds when this highly poisonous, colorless, odorless gas is present in the air.
- A smoke alarm senses smoke, indicating a possible fire.
- A residential methane detector signals methane in the air, indicating a gas leak.

Be sure to follow manufacturers' instructions for proper placement of these alarms and test them frequently.

## 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.

For more information, please email **CustomerGasConnectionsUNY@nationalgrid.com** or call **1-800-260-0054**.

## 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 or property damage, or lead to future undetected leaks.

Before work begins, contact us for a service disconnection and to obtain the required application to disconnect gas service and remove the gas meter.

Be sure to specify that you require a disconnection, rather than a shutoff, which 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 letter on behalf of the property owner. The owner must provide an affidavit authorizing work.

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

To request a service disconnection application, call Customer Service at **1-800-642-4272**.



## Inspect your pipes regularly.

As a natural gas customer, it is your responsibility to maintain and let us know about any gas lines that begin at the outlet of the gas meter and extend either above or below ground on your property. Buried gas lines need special attention because they can corrode or leak if not properly maintained. We recommend that you periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. If unsafe conditions are found, you should have the pipeline repaired immediately.

## Meter safety inspection reminders.

To ensure your safety, we are required by New York State law to periodically inspect natural gas meters and associated piping even when it is located inside.

When you receive a notice that it's time for your gas meter to be inspected, please respond right away to schedule a convenient appointment with our contractor Reconna at **1-888-802-2010**. These no-cost inspections make sure all gas services are working properly and safely.

The inspection is performed at no charge to you and should take approximately 15 minutes. If we are unable to complete the safety inspection:

- Your account will be charged a \$100 penalty.
- Your gas service may be subject to disconnection for safety reasons.

Even if the \$100 charge is paid, we still need access to your meter to ensure the safety of your gas line. Your fine can be waived if you're charged and you are not the access controller of the property. If you are a tenant who does not have access to the meter, you must provide the contact information of the person who does have access, such as the property owner or building manager/super. After the inspection has been completed, the fee will be refunded to you.

Inspections must be completed to continue service. For more information, please see [ngrid.com/inspection](http://ngrid.com/inspection).

## Our clean energy vision.

To build a better energy future for all, we have announced a bold plan to fully eliminate fossil fuels, fight climate change and achieve net zero for our customers and the communities we serve by 2050, and sooner if possible. To learn more, please visit [ngrid.com/fossilfree](http://ngrid.com/fossilfree)



**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](http://nationalgridus.com)**

Vea el enlace «seleccionar idioma» en [nationalgridus.com](http://nationalgridus.com)  
Voir le lien «sélectionner la langue» sur [nationalgridus.com](http://nationalgridus.com)  
Vedere il collegamento "seleziona lingua" su [nationalgridus.com](http://nationalgridus.com)

Ver a ligação "seleccionar língua" em [nationalgridus.com](http://nationalgridus.com)  
См. илку "Выбрать язык" на сайте [nationalgridus.com](http://nationalgridus.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [nationalgridus.com](http://nationalgridus.com)