

GAS LOAD LETTER

Submission Guidelines



Document Submission Guidelines and essential information

Please follow the guidelines below to submit your initial documents.

An Account Manager will be assigned after the NYCGSS team reviews your submission for accuracy and creates the record in the system. The assigned Account Manager will reach out when needed.

Load Letter Submission Process:

- **When Should documents be submitted:**
 - Submitted at scope of work / job inception / foundation set. DO NOT WAIT until your project is almost complete.
 - Load Letter Package can be resubmitted if BTU load / Equipment / Site Plan / Plumber / Owner / Expected Date of Gas Service Changes. Sent directly to the assigned Account Manager
- **Where to submit documents:**
 - Initial Submissions are emailed to NYCGSS team, In PDF format to: NYCGSS@NationalGrid.com
 - Any additional Documentation / Revisions are submitted directly to the Assigned Account Manager
- **ONE Service Address / Request per email:**
 - Do not combine multiple jobs in your submission
- **Email Subject line must always contain the service address.**
- **Documents to submit:**
 - Load Letter Package – for all new / change in equipment / plumbing modification / Conversion to Natural Gas requests
 - New Construction requires:
 - Site Plan
 - Approved BPP
- **When can I get my meter:**
 - Fully completed application and supporting documents along with the APPROVED DOB Gas Authorization are required to activate gas accounts and received a meter set appointment.
- Commercial Properties, Mixed Use Properties and 3 or more family buildings require additional information. Documents need to be completed using the name on the deed or lease. These documents will be requested after the Load Letter Package is reviewed.
- **New Construction Projects Only:**
 - **Building Gas Readiness Criteria and required Pictures:**
 - Installations of sewer, water, and all other underground utilities have been installed / completed.
 - Foundation is set
 - The building is secured and enclosed. An enclosed building means the walls, windows, doors and the roof of the building have been completed.
 - The location of the new gas service is level to final grade, free of debris and scaffolding.
 - Curbs have been set
 - **Building Gas Readiness Picture requirements:**
 - A. One email per service address. Do not send multiple addresses in one email.
 - B. All pictures should be an attachment, Jpeg/BMP or PDF format, not embedded objects. (if you see the picture in the email body, it cannot be used. They should be sent from a computer and not a mobile device)
 - **Front of the structure** (without scaffolding, shed or debris and taken from the middle of the street - Clear view, no cars/trees blocking view)
 - **POE view from the inner side of the construction fence** (Standing with your back against the fence facing the POE path)
 - **Water line** at the foundation wall
 - **Electric meters** installed (if electric is underground only)
- **Natural Gas Service is the last utility to be installed.**

Some helpful information:

- NationalGrid forms may be obtained by clicking here: [Load Letter Package](#)
- All Initial Load Letter Package submissions are emailed to: NYCGSS@nationalgrid.com
- Corporate Paper Submission will be requested after the Load Letter Package Review process is completed
- Reconnects/Disconnects email the *NYC Reconnects Gas Load letter* to: NYCDisconnects&Reconnects@nationalgrid.com
- Alterations / Gas Meter Relocations: Brooklyn / Queens Only: 718-270-0220
- Marketing: **877-696-4743**
- Customer Service: **718-643-4050**