

Gas Load Letter Submission Guidelines

All gas line agreements must include a signed non-fossil alternatives acknowledgment form. Failure to have this form signed and submitted with the gas project agreement will result in the job being placed on hold until received.

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 / if needed.

As of May 27, 2024, National Grid requires each customer to set up a Customer ID. Please call 718-643-4050 and speak with a representative to set one up.

Load Letter Submission Process

When should documents be submitted:

- Signed Non-Fossil Alternatives Acknowledgment Form
- 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. Send directly to the assigned Account Manager

Where to submit documents:

- Initial Submissions are emailed to NYCGSS team, in PDF format to: **NYCGSS@nationalgrid.com**

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:

- Signed Non-Fossil Alternatives Acknowledgment Form
- 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:

- You have received your Customer ID
- Fully completed application and supporting documents, New/Upgraded/Reconnected service has been installed, along with the APPROVED DOB Gas Authorization are required to activate gas accounts and receive 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.

Natural Gas Service is the last utility to be installed.

Some helpful information:

National Grid 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**