

## Meter Upgrade Process:

- ▶ Complete the Meter Upgrade Request Form in its entirety. Failure to complete the entire form will result in the delay of the application being processed (*see page 2*).
- ▶ Once completed, email the application to [ngridmeterupgrades@nationalgrid.com](mailto:ngridmeterupgrades@nationalgrid.com).
- ▶ An automatic reply will be sent to the email address from which we received the application, indicating no further action is needed.
- ▶ Within 5 business days a Gas Customer Connections Representative will call to further discuss your request.
- ▶ If the existing service is adequate, the representative will:
  - Contact the plumber
  - Confirm all appropriate consumer piping/header and certified Pressure Test Certificate are ready
  - Schedule Meter appointment up to meter size 630 Class
  - Provide contact information for 800 Class and above for meter appointment.
  - If any gas equipment has consumer-owned underground piping, plumber will be advised to provide, Customer Owned Buried Piping Certificate
- ▶ If the existing service is inadequate, the representative will:
  - Advise the customer of charges for larger diameter service
  - Ask the customer if they would like to move forward
  - If yes, a work order will be created and assigned to a field inspector for measurement
  - If charges apply, an invoice will be sent to the customer
  - Once payment is received permit application will be sent to the appropriate municipality for approval
  - Permit approval allows National Grid to progress job to scheduling

**Once upgraded service is installed, the plumber can call the representative at 631-348-6063 to request larger meter providing the following requirements have been met:**

- All appropriate consumer piping/header and certified PTC are ready
- Plumber has completed Customer Owned Buried Piping Certificate, if applicable
- Meter size 630 Class or less
- For Meter sizes 800 Class and larger, the representative will provide contact information to make a meter appointment

**For any technical questions please call 631-348-6063**

\*Processing time can vary depending on meter size and scheduling availability. Someone 18 years or older must be present for the meter set appointment.

\*\*Please allow 7-10 business days for a payment to clear in our system.

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# Residential Meter Upgrade Request Form

The following information is necessary before National Grid can initiate a meter upgrade or new service if additional equipment is being installed at your home. National Grid performs an analysis to determine if the existing service to your home is adequate in size to provide the pressure necessary for the additional equipment to operate properly.

New gas equipment may require a larger meter or larger diameter service to be installed, which requires City/Town or State permits (lead time can vary depending on scope of work).

All new services require customer payment and will be invoiced prior to service installation.

A National Grid analyst will contact the homeowner/contractor once analysis is complete and advise of next steps.

**Please Note:** Gas equipment may not operate properly if meter and/or service is not properly sized.

Increased gas load on LP systems may not meet the demand of the new gas appliances.

**Licensed Contractor should fill in gas appliance load information (BTU's) for both existing and added appliances.**

## CUSTOMER INFORMATION

Name:	Customer ID:		
Service Address:	City:	State:	Zip:
Phone:	Email:		
Mailing Address:	City:	State:	Zip:
Type of Road: <input type="checkbox"/> Public <input type="checkbox"/> Private			

## GAS EQUIPMENT (Please indicate below if equipment is existing = E or New = N)

Appliance	E/N	BTU's	Appliance	E/N	BTU's
Heat			Water Heating		
Cooking			Drying		
Fireplace			Garage Heater		
Grill			Light		
Pool Heater			Generator		
<b>Requested Meter Size:</b> <input type="checkbox"/> 250 <input type="checkbox"/> 400 <input type="checkbox"/> 630 <input type="checkbox"/> 800 <input type="checkbox"/> 1M <input type="checkbox"/> 1.5M <input type="checkbox"/> 3M			<b>Total Load:</b>		
Does any gas equipment you listed require elevated pressure?			<input type="checkbox"/> Yes <input type="checkbox"/> No		

## PLUMBER/BUILDER INFORMATION

Company Name:	Contact Name:		
Address:	City:	State:	Zip:
Phone:	Email:		

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Plumber/Contractor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Thank you for your request. Please email completed form to [ngridmeterupgrades@nationalgrid.com](mailto:ngridmeterupgrades@nationalgrid.com)  
Allow 3-5 business days for processing. A National Grid representative will contact you with next steps on the installation of your new equipment.