

Phase 3: GAS RE-LIGHT PROCESS



The process to re-light gas appliances is methodical and will take some time (approximately 45 minutes per home).



National Grid gas technicians will need to physically enter all impacted properties. Please note: For those customers who have winterized their homes or had their heating systems drained, National Grid will be unable to re-light until their heating system is restored to normal conditions.



We will NOT engage with a locksmith to enter unoccupied premises to turn meters on or re-light appliances.



Customer Service Representatives will be staffing Community Assistance Vans in your neighborhood to answer any questions.



As we are working around the clock, National Grid requests that customers and residents leave a light on overnight if they are willing to be disturbed for restoration late in the evening or early morning.

In order to relight:



If you are home...

We will turn on your meter on and re-light all gas appliances.



If you are NOT home...

We will NOT enter the property without an individual at least 18 years of age on the premises.

Visit [Ngrid.com/Aquidneck](https://www.ngrid.com/Aquidneck) for more information

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