

New York State service line inspection program — ensuring the safe delivery of natural gas

To ensure the safety of our customers and the public, we are required by New York State law to periodically inspect natural gas meters and associated piping even when they are located inside. We will conduct service line inspections every three to five years, dependent on the state of your pipeline based on its latest inspection. If your home or business is located in a Business District, your inspection will occur annually.

New York State order

Natural gas customers across New York State are currently undergoing natural gas service line safety inspections to ensure these services are operating properly. These inspections are in accordance with a New York State mandate. For details on this mandate, please see the link below.

These inspections are carried out by our contractors, RECONN Utility Services on Long Island and in upstate New York, and Precision Pipeline Solutions (PPS) in New York City.

Our contractors carry identification notifying customers that they are working on behalf of National Grid to complete this important safety work. Since these inspections are performed on inside meter services, our contractors are required to gain access to our customer's home/business.

▶ [New York State Case Order #15-G-0244](#)

Contractor information

Our contractors employ both field technicians who perform the inspections as well as call center personnel who schedule customer appointments.

RECONN Utility Services:

1-888-802-1810 LI / 1-888-802-2010 UNY
ngrid.com/reconn

The contractor field operations are six days a week Monday – Friday (8 a.m. – 8 p.m.), Saturday (8 a.m. – 4 p.m.).

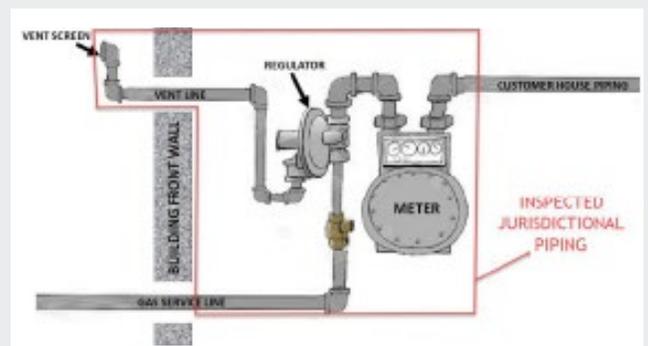
Precision Pipeline Solutions:

1-844-749-8898
ngrid.com/pps

The contractor field operations are six days a week Monday – Friday (8 a.m. – 5 p.m.), Saturday (8 a.m. – 3 p.m.).

Inspection process overview

1. The field technician will contact the customer to gain access to begin the safety inspection.
2. The field technician will perform a visual inspection of the jurisdictional piping, take pictures of the front wall entry of the gas service line, meter, regulator, etc. All information is recorded on a smartphone application which is synced to a contractor work management system. Any substandard operating conditions or unsafe conditions are also captured in the application. The technician will also use a Combustible Gas Indicator (CGI) to detect any gas leaks on the piping.
3. For issues that require immediate attention (i.e., leaks), the technician will contact National Grid and will remain at the site until a National Grid technician arrives.



Smell gas. Act fast. Call 911 and 1-800-892-2345 (UNY), 1-718-643-4050 (NYC), 1-800-490-0045 (LI).

Please see reverse side for frequently asked questions about service line inspections.

