

How we restore natural gas service

A natural gas service interruption can occur for a variety of reasons, such as widespread flooding or a broken pipe on your street. While no two outages are alike, this process is a general guideline for restoring your service safely and quickly.



1 An outage has occurred. National Grid then turns off your gas service to test the system.

If your meter is located outside: We will turn off and “lock” the gas service and leave a brochure explaining the next steps to restore service.

If your meter is located inside: We will make every attempt to contact you to gain access to the meter to turn off and lock the gas service. If we cannot gain access, a door hanger will be left explaining next steps and instructing you where to call.



2 The gas system is repaired (mains in the street and/or service line to your home).



3 Restore gas service, test lines and relight appliances.

This final, but necessary, step in the restoration process requires that we test gas lines and relight all gas appliances in your home.

If you are not at home when we arrive to turn on your service, a door hanger will be left with instructions for making an appointment to complete this step.

