

Natural gas service must be disconnected during demolition and major renovation



Assuring that natural gas service has been disconnected before work can safely begin is the shared responsibility of everyone involved with the project.



Know what's below.
811 before you dig.

New York's local building departments and National Grid are critical partners in protecting lives, property and our community.

To ensure projects proceed safely, direct contractors and property owners planning demolition or significant renovation, including building elevation or additions, to contact National Grid to properly disconnect natural gas service before they begin work.

Leaving natural gas service connected poses a hazard that could result in fire, explosion and loss of life and property, or at a later date, could lead to damage and threat to life from undetected gas leaks.

Critical steps for contractors and property owners

Direct contractors and property owners planning demolition or significant renovation to take these steps:

- ◆ **Contact National Grid 15 to 30 business days before beginning work** to apply to have natural gas service disconnected properly and have the meter removed. The owner or contractor should call National Grid's Customer Service Center at **1-800-930-5003** to speak with a representative about the scope of the project and get the required application form.
- ◆ **Be clear about the scope of work.** It is not enough to request a simple shut-off of the gas when major work is planned. Shut-off is for transition to a new resident/owner when little or no construction or renovation is involved. It is not safe to leave utilities connected while demolition or major construction is underway.
- ◆ **Obtain a Service Line Disconnect Letter*** from National Grid confirming that the gas service disconnect work has been accomplished.
 - For safety of the community, **National Grid urges all building departments and permit offices to require this letter** confirming that the natural gas service line has been properly disconnected before issuing building permits for demolition or significant renovation projects.

*National Grid charges a fee to disconnect an active gas service line and obtain the Disconnect Letter, as well as to reconnect service when the work is complete.

Contact National Grid for expert guidance

If property owners or contractors have questions about natural gas service when planning demolition or renovation, urge them to call National Grid's Customer Service Center at **1-800-930-5003**.

