nationalgrid

HERE WITH YOU. HERE FOR YOU.

We're upgrading the natural gas main on your street.

Everything you need to know about upgrading the natural gas main on your street.

PROJECT DETAILS

What can I expect during this project? *(Phases listed are typical, but may vary depending on the job).*

- **PHASE 1:** includes mark outs of utilities within the street within the project scope.
- **PHASE 2:** National Grid and/or our qualified contractor crew will conduct the necessary work on the gas main within the street.
- **PHASE 3:** Once the main work is complete, crews will begin coordinating the service line work. Affected residents and business owners will be contacted by a member of the crew at least 24-48 hours in advanced so that the work on their service line can be coordinated. This work typically takes one day to complete, and the owner may be asked to provide National grid access during construction. A trained technician of National Grid will relight your gas appliances once the work on the service line is complete. Every National Grid employee carries a photo ID card and any contractor doing work for us is also required to carry ID.
- **PHASE 4:** The crew will begin closing out the project and will restore the area to in accordance with all regulations and permits.

Note: If you are not a customer and do not have a natural gas service line, Phase 3 is for notification only.

GAS SAFETY

Who should I contact if I smell gas on the street or in my home during the project?

Please call **1-800-233-5325** immediately from a safe location outside your home or from a neighbor's home.

METERS

Will my meter be affected by the project?

Some main replacement projects do require the crew to move the meters. If the letter you received indicates that your meter will be moved as part of the project, a representative from National Grid will assess the work that is needed at your location.

If it's part of this project, why will my meter have to be moved outside?

Moving the meter outside helps to improve safety and also allows easier access for National Grid to access the meter in the future.

What if my meter is already outside?

If your meter is already outside your service may still be interrupted for a brief period of time.

SCHEDULE

If I cannot be home during the proposed construction dates, may I make alternative arrangements for the crews to access my home?

You can coordinate a time with the crew foreman.

Why are there no crews working when construction is scheduled to begin today?

Last minute schedule changes are sometimes possible. If there is a long-term schedule change, National Grid will notify your local Department of Public Works and will also send you additional communications.

CONSTRUCTION

If questions arise while the crew is working on the street, who can I contact?

You may ask to speak with the crew foreman or you can call the National Grid representatives number provided on the project notification letter.

Will I be able to park on the street during construction?

Restriction notifications posted throughout the designated work zone and crews will notify residents if temporary parking restrictions will be required.

There are road closure signs on my street. Will I be able to get to my house? At times there may be restricted access but every effort will be made to allow residences access to their homes during construction. You may approach the crew foreman or flag person if you require additional information.