



**nationalgrid**

HERE WITH YOU. HERE FOR YOU.

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

This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.  
Este es un aviso importante. Sírvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY  
Questa è un' informazione importante,  
si prega di tradurla.

Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.

Dear Sir or Madam,

Energy plays a critical role in our day-to-day lives and ensures the well-being of our community. That's why we are investing in infrastructure upgrades that will help us to provide safe and reliable natural gas to our customers for years to come.

National Grid's requirement for maintaining and operating a safe and reliable gas system remains our first priority as we work through this pandemic. As our work resumes, the company will continually adhere to all COVID-19 safety guidelines set by the CDC, the State, and our local permitting authorities to protect our employees, customers and the communities we serve.

### **We will be working in your neighborhood.**

National Grid will be performing infrastructure upgrades in your area.

**Date:** To begin shortly, typically within 15 days from this notification.

**Completion time:** Typically, within 90 days from construction start.

**Construction days and hours:** Monday - Friday 7 AM - 5 PM (occasional non-weekday work may be required)

**What you can expect during construction.** Typical natural gas main replacement includes:

- Marking out underground utilities within the project scope area (e.g., water, sewer, gas, electric, etc.)
- Excavation of the street and/or sidewalk and laying of new gas main
- Temporary disruption of street parking
- Temporary and then permanent restoration of disturbed areas in accordance with DOT specifications.
- Replacing National Grid gas customer's individual gas service lines, where required, and connecting the new piping to the new main
- In accordance with NYS requirements, in most instances National Grid gas meters will need to be relocated to the outside of the home or business (no charge)

### **Scam Awareness – Important Reminders:**

- National Grid employees and contractors carry photo identification cards. If someone requests entry into your home or business and does not show the proper ID, don't let that person in. Please call National Grid at 1-718-643-4050 or your local law enforcement.
- National Grid does not seek payment in the field for work being performed. If you are asked for money as it relates to these services, do not provide it, and please call us immediately.

### **For our current National Grid customers**

We'll contact you when we are ready to hook up your home to the new natural gas main. You will experience a temporary interruption of natural gas service on the day that the crew works to reconnect your home to the new gas main. A representative from the construction crew will contact affected home and business owners 24–48 hours in advance to schedule this work. Typical service line work will take one business day. Visit [ngrid.com/serviceline](https://ngrid.com/serviceline) to view an example of this process.

**We're here for you if you have any questions about the project.** Please call us at \_\_\_\_\_ in advance for your cooperation.

. Thank you in

Sincerely, Gas Construction **nationalgrid**  
HERE WITH YOU. HERE FOR YOU.

### **Not currently a National Grid gas customer?**

If you are interested in having a gas service brought to your home for gas heat or a gas appliance, now is the time to act while we are on your street improving the gas system. To find out more, please call us at (718) 270-0107.

*This hotline number is only for new gas service information. not the specifics of this specific improvement project.*