



nationalgrid

HERE WITH YOU. HERE FOR YOU.

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

What will National Grid be doing?

We will replace old gas pipes and service lines with strong, durable plastic and/or coated steel piping, which is much less likely to have leaks and release methane gas. We will dig trenches, primarily in road surfaces, and lay new pipes block by block. At the end of the day, we patch the streets to make them passable. We have to let the work trenches settle for 45 to 90 days before we can come back to do permanent repaving.

When and where will the work take place?

Customers will be notified via phone, mail and door hangers when we are doing work in their area, and schedules showing where the work will take place – street by street – will be posted to our website - www.ngrid.com/li-mainreplacement

Will you be replacing my meter?

In most cases, no. However, your gas meter may be replaced depending on its age or condition and it may be relocated to the outside of your building if it is currently located inside.

Will you need access to my home?

Yes. Once the gas mains are upgraded, National Grid will need to access homes or businesses to connect the service line and meter to the new main. We will contact you to arrange a date and time to do this work.

Do I need to be home when my services line and meter is connected?

Someone over the age of 18 must be home while we complete the service connection work.

Will my natural gas service be interrupted?

Customers will be without gas for about 4 hours while National Grid reconnects service lines and meters.

Will there be road closures?

There will be short-term road closures and detours during construction. Flag people will direct traffic and will always provide through access to your street. Safety of the public and our crew's is our first priority, please use caution in construction zones.

During what hours will crews be working?

Work will take place Monday through Friday between the hours of 7 a.m. to 5 p.m., conditions permitting.

Will I have access to my driveway and property during this work?

Yes. You will have access. Should it be necessary for your driveway to be temporarily blocked during construction activities, National Grid will contact you prior to construction to coordinate access.

Will there be any impact on my lawn or property?

National Grid may have to dig on your property to upgrade your gas service line. Any disturbance will be restored when the service line work is completed. Grass areas will be repaired. Concrete or asphalt openings will be temporarily patched until final restoration work can be scheduled.

What is the process for restoring the roads?

National Grid repairs roads with temporary pavement until the ground settles. This takes about 45 to 90 days, depending on the weather and soil conditions. We then restore the roads with permanent paving in accordance with town ordinance and paving requirements.

Is this work safe?

Safety is National Grid's top priority. National Grid, along with its skilled contractors, will take every measure possible to ensure the safety of the public and our crews while we complete the work. Crews will use work area protection, including traffic cones, utility work signs, and barriers to ensure the work is done safely. National Grid responds to gas emergencies 24 hours a day. If you smell gas, act fast and call our gas emergency line at **1-800-490-0045, or call 911.**

Who can I contact with questions or for more information?

While we are doing work in your neighborhood, feel free to speak to the Supervisor on the job site or contact us directly at Standard.Engineering.li@nationalgrid.com

