

New York State service line inspection program — ensuring the safe delivery of natural gas

To ensure the safety of our customers and the public, we are required by New York State law to periodically inspect natural gas meters and associated piping even when they are located inside. We will conduct service line inspections every three to five years, dependent on the state of your pipeline based on its latest inspection. If your home or business is located in a Business District, your inspection will occur annually.

New York State order

Natural gas customers across New York State are currently undergoing natural gas service line safety inspections to ensure these services are operating properly. These inspections are in accordance with a New York State mandate. For details on this mandate, please see the link below.

These inspections are carried out by our contractors, RECONN Utility Services on Long Island and in upstate New York, and Precision Pipeline Solutions (PPS) in New York City.

Our contractors carry identification notifying customers that they are working on behalf of National Grid to complete this important safety work. Since these inspections are performed on inside meter services, our contractors are required to gain access to our customer's home/business.

▶ [New York State Case Order #15-G-0244](#)

Contractor information

Our contractors employ both field technicians who perform the inspections as well as call center personnel who schedule customer appointments.

RECONN Utility Services:

1-888-802-1810 LI / 1-888-802-2010 UNY
ngrid.com/reconn

The contractor field operations are six days a week Monday – Friday (8 a.m. – 8 p.m.), Saturday (8 a.m. – 4 p.m.).

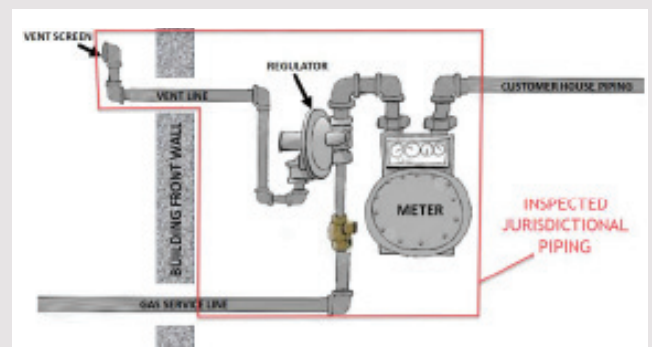
Precision Pipeline Solutions:

1-844-749-8898
ngrid.com/pps

The contractor field operations are six days a week Monday – Friday (8 a.m. – 5 p.m.), Saturday (8 a.m. – 3 p.m.).

Inspection process overview

1. The field technician will contact the customer to gain access to begin the safety inspection.
2. The field technician will perform a visual inspection of the jurisdictional piping, take pictures of the front wall entry of the gas service line, meter, regulator, etc. All information is recorded on a smartphone application which is synced to a contractor work management system. Any substandard operating conditions or unsafe conditions are also captured in the application. The technician will also use a Combustible Gas Indicator (CGI) to detect any gas leaks on the piping.
3. For issues that require immediate attention (i.e., leaks), the technician will contact National Grid and will remain at the site until a National Grid technician arrives.



Smell gas. Act fast. Call 911 and 1-800-892-2345 (UNY), 1-718-643-4050 (NYC), 1-800-490-0045 (LI).

Please see reverse side for frequently asked questions about service line inspections.

Frequently asked questions about service line inspections

Q. What is a service line inspection (SLI)?

A. We are required by New York State to perform periodic leak surveys and corrosion inspections on all meters – even those located indoors. These 15-minute mandatory inspections are performed by a licensed National Grid contractor, at no cost to our customers. While at your premise, our technician will also perform any necessary maintenance that is identified during the inspection. This may extend their visit to 45 minutes.

To ensure the ongoing reliability and safety of our systems, we will be conducting service line inspections every three to five years, dependent on the state of your pipeline based on its latest inspection. If you live in a Business District, your inspection will occur annually.

Q. Why did I receive a letter notifying me that I need to schedule an inspection?

A. If you received a letter asking you to schedule an appointment for an inspection, it means that your property is due for a required gas service line inspection. Please schedule the inspection to stay compliant with safety regulations and avoid service interruptions.

Q. Why is scheduling this inspection my responsibility?

A. As the property owner or account holder, you're responsible for allowing access to inspect the gas service line on your premises. This is part of maintaining a safe gas system and is mandated by state utility regulations.

Q. I don't have access to my gas meter, what should I do?

A. If you rent your home or business, please contact your landlord or property manager to provide access to the gas meter. Call National Grid to update your account with property manager information.

Q. Can I schedule my appointment online?

A. Yes, please visit:

Upstate New York: ngrid.com/reconn-uny

New York City: ngrid.com/inspect-nyc

Long Island: ngrid.com/inspect-li

Q. Who performs the inspection?

A. We work with PPS (Precision Pipeline Solutions) and RECONN Utility Services, trusted contractors authorized by National Grid to perform gas safety inspections. Any contractor doing work for National Grid is required to carry ID. If someone requesting entry into your home or place of business does not show an ID card, don't let that person in and call your local law enforcement.

For our **New York City customers**, we have contracted with Precision Pipeline Solutions (PPS) to perform the inspection. To set up your appointment, please visit the [online scheduling form](#).

For our **Upstate New York and Long Island customers**, we have contracted with RECONN Utility Services to perform the inspections. To set up your Service Line Inspection appointment, please visit the [online scheduling form](#).

Q. What happens if I don't complete the inspection?

A. If we are unable to complete the Service Line inspection, your account will be charged a \$100 non-refundable penalty, and your gas service may be subject to disconnection for safety reasons.

Q. I received a \$100 fine for not scheduling the inspection. Can I get a refund?

A. This fee may have been applied due to a missed or overdue appointment, late cancellation, or non-compliance with inspection requirements. We are unable to provide a refund for any of these reasons. If you received the fine but are a tenant who does not have access to the meter, you must provide the contact information of the person who does have access, such as the property owner or building manager/super. After the inspection has been completed, you will be able to request a refund. All inspections must be completed to continue service.

Q. My gas service was shut off due to non-compliance with the inspection. How do I get my service turned back on?

A. If your gas was turned off due to a missed or overdue inspection or safety concern, you will need to schedule an appointment for a technician to perform the service line inspection and restore the service. We are unable to restore service before performing the inspection.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение.

Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.

這是一個重要的通知。請翻譯一下。

هتتم جرت ی جرت. مهم راطخ اذہ.

এটা একটা গুরুত্বপূর্ণ বজিঞপ্ততি। অনুগ্রহ করে এটি অনুবাদ করে ননি।

Sa a se yon avi enpòtan. Tanpri, fè li tradwi.

טאא סע יאן אבי ענפאטאן. טאנפרי, פֿע לי טראדווי.