National Grid Gas Connections & Added Load Procedures *(as of 6/7/19)*

Job Type	Procedure
New Service	• All requests received after 5/15/19 contingent on NESE approval • Incomplete applications received prior to 5/15/19 will be placed on hold • Awaiting payment: After 5/16 payments not received within 90 days of being invoiced will be canceled; Invoices sent prior to 5/16 <u>customers will be notified that payment must be received by 6/28 or job will be placed on hold for ALL job types</u>
Disconnect/Reconnect	• Request received prior to 5/16/19- will be honored through 11/16/19 • Requests received after 5/16 will be approved for "like to like" load only- same meter size as before
Home Raising (NY Rising/Sandy Impacted customers)	• Request received prior to 5/16/19- will be honored through 11/16/19 • Requests received after 5/16 will be approved for "like to like" load only- same meter size as before • If location never had a gas service, application will be place on hold until NESE is approved
Meter/Service Relocations	• Relocate "like to like" load • We will honor: meter location inside to out; safety/substandard condition; to avoid a violation (meter under a deck, egress window, etc.)
Meter Upgrade	• Requests received after 5/15/19 placed on hold • Service line is adequate; applications received between 2/15-5/15/19 to be honored and meter <u>must be</u> upgraded by 11/16/19 • Prior to 2/15/19- on hold • Service line inadequate and customer paid for upgrade- will be honored
Non-Heat to Heat Upgrade or Added Load	• Adding load is prohibited until NESE is approved
Equipment Program	• Suspended for new application requests • Existing applications will be approved manually to ensure request was sent in prior to 5/15/19
Inactive Services	• See Guidelines for: Added load or Disconnect/Reconnect • Inactive for less than 1 year- "like for like" load • Inactive over 1 year- on hold until NESE approved
Inactive Meters	• No usage on the account & needs a turn-will be honored

If you have any doubt on how to handle a job, please contact to your account representative.