

# New York State Service Line Inspection Program Fact Sheet

New York City Region

## NYS Public Service Commission Order

Natural gas customers in New York State are currently undergoing natural gas service line inspections. These inspections are in accordance with the mandated New York State Public Service Commission Order in **Case 15-G-0244, “Order Establishing Statewide Inspection Schedules and Procedural Requirements”** making sure that all natural gas services are working properly and that there are no safety issues. In New York City, these inspections are carried out by our hired contractor, **Precision Pipeline Solutions**. These contractors carry identification notifying the customer that they are working on behalf of National Grid to complete this important safety work. Being that these inspections are performed on inside meter services, the contractor is required to gain access to the customer’s home/business.

URL: [NYS PSC Case Order # 15-G-0244](https://www.nyspsc.gov/cases/15-g-0244)

## Customer Communication Process

There is a communication plan in place which utilizes postcards, door hangers, and certified letters in an attempt to gain customer cooperation in scheduling an appointment for the inspection. There is a **\$100 fine** that can be imposed and potential **termination of gas service** if the customer refuses to provide access to conduct the inspection.



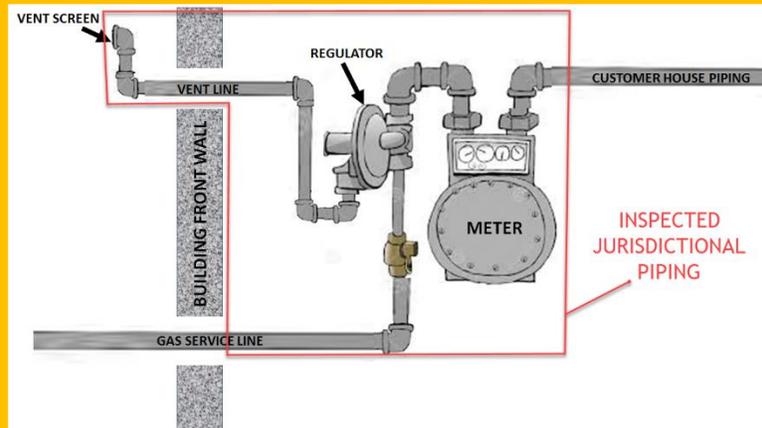
There are also two web pages on the National Grid website that explain the inspection processes (see under “Meter Inspections by National Grid”):

URL: <https://www.nationalgridus.com/NY-Home/Natural-Gas-Safety/Pipeline-Safety>

URL: <https://www.nationalgridus.com/NY-Business/Natural-Gas-Safety/Pipeline-Safety>

## Inspection Process Overview

1. The PPS field technician will make contact with the customer to gain access to begin the safety inspection.
2. The PPS Tech will perform a visual inspection of the inspected 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 Tech 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 tech will call in the situation to Dispatching and will remain on standby at the location until a NG serviceworker arrives on site to relieve them.



## Contractor Information

**Precision Pipeline Solutions Call Center: 844-749-8898**

The contractor employs both field techs that perform the inspections as well as call center personnel that handle the scheduling of customer appointments. The Contractor field operations are 6 days a week [Monday – Friday (8am – 5pm), Saturday (8am – 3pm)].

## National Grid NYC Program Contact Information (For Internal Use Only)

For questions regarding the NYC Gas Service Line Inspection Program please contact:

AnneMarie Fill

Email: [annmarie.fill@nationalgrid.com](mailto:annmarie.fill@nationalgrid.com)



nationalgrid

# Safety is number one.

The gas meter is due for safety work.



Smell gas. Act fast.  
Call 911 or 1-718-643-4050.

Dear Customer:

National Grid's number one priority is safety!

New York State recently passed a law requiring the Company to inspect our natural gas meters and its associated piping. Our records indicate that the meter is located inside your home/business and we **NEED** your help to comply. We need you to make an appointment to have the natural gas meter inspected. The inspection is at no charge to you and should only take approximately 15 minutes.

National Grid has contracted with **Precision Pipeline Solutions** to perform the inspection of your natural gas meter and associated piping.

A Precision Pipeline Solutions Service Tech will be carrying identification when he/she arrives at your home/business appointment. Please call **1-844-749-8898** to set up your appointment. Should you have any questions about this new program, please visit:

[www.nationalgridus.com/NY-Home/Natural-Gas-Safety/Pipeline-Safety](http://www.nationalgridus.com/NY-Home/Natural-Gas-Safety/Pipeline-Safety)

Connect with us on



617 Little Britain Rd.  
New Windsor, NY 12553

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We were not able to do the inspection because we were unable to gain access. Access to the inside of your premises is necessary to perform a natural gas safety inspection. Please be aware that this inspection is required by New York State law.

To schedule an appointment for your inside safety inspection, please call:

**1-844-749-8898**

**Why scheduling an appointment is important:**

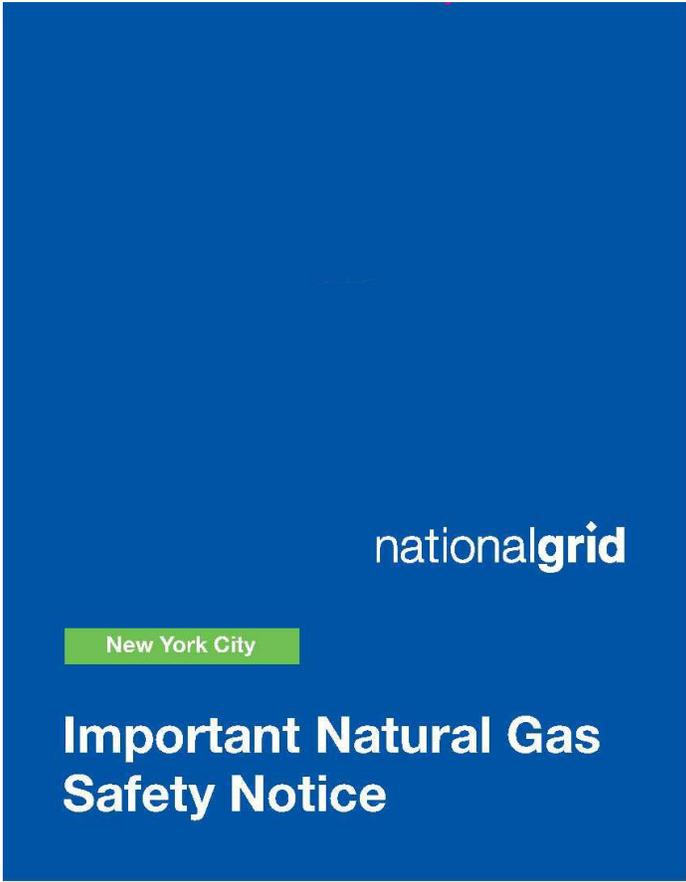
This inspection is required by New York State Law, and failure to provide access to representatives working on behalf of National Grid, may result in a **\$100 fine** on your natural gas bill and the possible termination of your gas service.

If your gas service is terminated, National Grid may not be able to reconnect until the required inspection is completed.

In order to avoid being charged/having your service terminated, please contact us at the number above as soon as possible.

Every National Grid employee and all contractors doing work for us carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in and please call Customer Service at **718-643-4050**. If you feel you are in immediate danger, call **911**.

 **Smell gas. Act fast.**  
**Call 911 or 1-718-643-4050.**



# Important Natural Gas Safety Notice

## Sorry we missed you.

A Precision Pipeline Solutions representative, working on behalf of National Grid, was here to inspect the natural gas facilities inside your premise.

Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Address: \_\_\_\_\_  
Meter Number: \_\_\_\_\_

*Please see reverse side for more information.*



Connect with us on    

**This is an important notice. Please have it translated.**

Este é um aviso importante. Quiera mandá-lo traduzir. **Это очень важное сообщение.**  
Este es un aviso importante. Sirvase mandarlo traducir. **Пожалуйста, попросите чтобы**  
Avis important. Veuillez traduire immédiatement. **вам его перевели.**  
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.**



**nationalgrid**

**Important Natural Gas Safety Information  
Immediate Response needed to avoid  
\$100 penalty!**

NAME  
ADDRESS  
CITY/STATE Zip

Date, 2019

Dear National Grid Customer:

National Grid's number one priority is safety, and as part of this we are required by the State of New York to inspect natural gas meters and associated piping up to the outlet of the meter, even when the meter/piping is located inside a premise.

Our records indicate that the meter/piping is located inside your home/business, and we need your help to ensure that this important safety inspection is completed.

You should have received multiple notifications (postcard, door hanger and/or phone call) expressing the need to complete this important safety inspection. The inspection is at no charge to you and should only take approximately 15 minutes. If you don't have access to your gas meter, please reach out to those who are responsible for allowing access to your meter (landlord, property manager, etc.) to coordinate the inspection.

**Please be advised that if we are unable to complete the safety inspection of your natural gas meter(s) and associated piping, your account will be assessed a penalty of \$100. If the \$100 penalty is assessed and is not paid, termination of natural gas service will be initiated. If the penalty is paid, termination of gas service may still occur if access is not granted for the inspection.**

To avoid these charges, and to schedule an appointment as soon as possible, please call **Precision Pipeline Solutions**, working on behalf of National Grid, at **1-844-749-8898**. Our contracted vendor will be carrying identification when he/she arrives at your home/business and will present it to you.

Should you have any questions about this new program, please visit:

**[www.nationalgridus.com/NY-Home/Natural-Gas-Safety/Pipeline-Safety](http://www.nationalgridus.com/NY-Home/Natural-Gas-Safety/Pipeline-Safety)**

Thank you for your prompt attention to this request for access in order to complete a no-charge, New York State required safety inspection.

Sincerely,  
Customer Meter Services



**Smell gas. Act fast.  
Call 911 or 1-718-643-4050.**

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY**  
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si prega di tradurla.

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

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