

## We're upgrading the natural gas service on your street.

Dear Community Member,

We're writing to let you know we are upgrading our natural gas infrastructure on your street soon. This work will help ensure the safe, reliable natural gas delivery that our customers and the community rely on for years to come. While our crews minimize disturbance when possible, we apologize in advance for any inconvenience.

As National Grid's work continues through the pandemic, we 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.

### What to Expect During this Project:

- Temporary disruption of street parking
- Painted mark-outs of underground utilities within the project scope area
- Excavation of the street and installation of new gas main
- Upgrade or replacement of customers' individual gas service lines
- Relocation of gas meters outside of the home or business per NYS requirements (no charge)
- Temporary and then permanent restoration of disturbed streets and sidewalks per DOT specifications

### 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're ready to connect your service to the new gas main.
- Our crew representative will contact affected home and business owners 24–48 hours in advance to schedule an appointment for this work.
- You will experience a temporary interruption of natural gas service on the day of your appointment. Typical service line work will take one business day.

We're here for you if you have any questions about this project. Please call us at \_\_\_\_\_.

Thank you in advance for your cooperation.

Sincerely,

National Grid

### 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.