



nationalgrid

HERE WITH YOU. HERE FOR YOU.

ROLES & RESPONSIBILITIES

Working together, we can make this process easy and rewarding.

National Grid's responsibility:

- reviewing your application,
- designing your project,
- applying for the necessary permits from your municipality to excavate on your street and property,
- providing you with an estimated installation date once the permits have been received,
- installing the gas service line to your home,
- raking and seeding excavated lawn areas,
- temporarily patching the road to make the excavation area safe,
- installing your home's gas meter,
- performing final road restoration (weather permitting).

The plumber's responsibility:

- provide quote for their work,
- install gas equipment,
- correctly size the best heating system for your home.

Your responsibility:

- obtain a plumber,
- complete and submit a Residential Gas Service Agreement form,
- send in a payment (if applicable),
- cancel your oil delivery when new equipment and meter are installed.



QUESTIONS

National Grid will be right beside you every step of the way.

If you have any questions, please contact us at: **1-877-MyNGrid**