



UPDATE: Natural Gas Service Activations Approved for a LIMITED number of customers

Dear Trade Ally,

We're writing to let you know that we've expanded our reconnection guidelines.

Who we are reconnecting at this time

We are reconnecting natural gas service to all residential and commercial inactive accounts in Brooklyn, Queens and on Long Island that were denied reconnection after May 15, 2019.

Specifically, we are now processing requests for:

- 1) Those who do not require increased gas supply compared to previous usage at the building
- 2) Those who have had active gas service within the past two years
- 3) Those who had active gas service longer than two years ago and then applied by September 30, 2019, but were initially denied service
- 4) Apartments with a single-meter for a non-heating application such as cooking, drying, or hot water as an example.

Who we cannot connect at this time

The connection restriction guidelines for all other customer segments, besides those outlined above, who have applied for new or expanded gas service will remain in effect.

At this time, we cannot process applications for new and expanded gas service in these areas until the current gas supply constraints are addressed. We understand your frustration, and that of your customers, and regret that we are unable to provide a definitive response to requests for service availability.

Our first priority is the safe, reliable delivery of natural gas service to our customers; however, we don't have enough natural gas supply to keep up with the increasing demand for gas in Brooklyn, Queens and Long Island. National Grid has experienced significant growth in the need for natural gas across New York City and Long Island and that growth is expected to continue by more than 10 percent over the next 10 years. The growth is due to continued conversion of oil heat to natural gas as well as increased demand from existing and new construction.

What actions should I take?

Please help set expectations for your customers. For new or expanded gas service projects, please call National Grid early in the planning process.

What happens if current supply constraints are addressed?

Applications will be processed generally in the order in which they were received, taking into account customer needs and available crew resources. You will be contacted to reconfirm your gas need date and will be provided with an approximate installation date at that time. Because of the anticipated backlog of applications since May 15, 2019 (when we stopped processing applications) we expect delays in completing the entire backlog of pending requests

Again, we sympathize with you and our affected customers regarding this situation and will keep you informed as more information is known.

Sincerely,
National Grid