

## Ida's Impact to Your Natural Gas Service

Tropical Depression Ida brought extreme weather with massive amounts of rain which caused devastation throughout state. Many PSE&G customers are experiencing extreme flooding conditions. These conditions can cause serious safety hazards.

Our top priority is the safety of our customers, our crews and our communities. PSE&G has been working closely with municipal officials and local first responders to protect the safety of your community.

On September 3, PSE&G proactively turned off gas service to customers in Manville and parts of Bridgewater and Hillsborough in Somerset County, out of safety concerns due to the scope of damage caused by extensive flooding of nearby rivers.

There may be customers who did not experience flooding that will also have their gas service turned off. We have done this out of an abundance of caution and to ensure a safe restoration process.

Once the water recedes, PSE&G will then have to clear out any water that may have entered the gas pipelines. This is a time consuming, multiday process. Some customers may not have gas service for an extended period of time.

### Critical steps to restoring your natural gas service:

Once the water recedes...

1. Your town's municipal inspector will visit your location and perform an inspection.
  - a. To schedule your municipal inspection, please call your township's municipal office.
  - b. If your home or business passes inspection, the inspector should notify you and PSE&G that your service is ready to be restored.
  - c. If your property fails inspection, you must have a qualified contractor make repairs and then be re-inspected by the municipal inspector.
2. Your electric must pass municipal inspection and be turned on before gas service can be turned on.

**Both of these steps must take place before PSE&G crews can turn on your natural gas service.**

PSE&G crews work closely with municipal inspectors and will be notified by the inspector which houses have passed inspection.

Please keep in mind PSE&G will need clear access to your natural gas meter and gas appliances for close inspection, repair or replacement. If we cannot access the natural gas meter, we will not be able to turn on your natural gas service.

If a gas appliance fails inspection, we will apply a violation tag and disconnect the appliance from the gas piping. Customers are responsible for having equipment repaired or replaced and re-inspected.

**Call PSE&G at 1-800-350-7734 to schedule an appointment for gas service to be turned on or to inform us that a violation has been corrected.**

We appreciate our customers' patience as we work to safely restore your service as quickly as possible.

**Thank you for your assistance with these efforts.**

**Visit: [pseg.com/Ida-SomersetCounty](http://pseg.com/Ida-SomersetCounty) for updates**

