New Jersey Natural Gas

Q&A

Raising, Demolition, Service Disconnection and Restoration

I want to demolish or raise my home. What am I required to do? Please contact our customer services department at 1-800-221-0051.

Why can't my contractor request to have my natural gas service disconnected? For security purposes, the customer of record is required to contact us. You may grant your contractor to act on your behalf by completing and returning the Work Request for Demolition form to us.

Send an e-mail to customerservice@njng.com with your name, address, account number and request. Please indicate in your e-mail your preferred method for receiving the form.

My home will be demolished/raised. Will there be a charge to disconnect or re-establish my natural gas service? For initial requests, there will not be a fee to disconnect or re-establish your natural gas service due to storm-related demolition/raising if you were the customer of record prior to Super Storm Sandy (10/30/2012) and are still the homeowner. However, you may receive a bill for any natural gas usage charges incurred prior to the demolition/raising. Also, there may be fees (street opening permits, etc.) assessed by your township.

My natural gas service was disconnected at my request. However, due to delays, I would like my service re-established. Is there a cost to have the service re-established? And, when ready for demolition/raising, is there an additional cost? There will be a cost to have your natural gas service re-established and/or disconnected.

How long will it take to have my natural gas service disconnected? To disconnect a customer's natural gas service requires a road opening permit and utility mark-out. As a result, in most instances, it takes approximately three to four weeks to have your natural gas service disconnected.

How can I re-establish natural gas service after my building is demolished? Please contact us at 1-800-221-0051 when your pilings or foundation is complete.

How can I re-establish natural gas service when my building is being raised? Please contact us at 1-800-221-0051 once you know your house raising scheduled date.

How long will it take to have my natural gas service re-established? Re-establishing a customer's natural gas service requires setting up an account, acquiring a road opening permit, conducting utility mark-outs and scheduling the work. As a result, in most instances, it takes approximately six weeks to have your natural gas service re-established.

I am a new homeowner or contractor and recently purchased a home in a Sandy-affected area. Will there be a charge to disconnect or re-establish natural gas service? There will be a charge for the disconnection or restoration of the service line. The cost will vary. NJNG will provide a contract with these costs prior to beginning the work.

What should I do if I am not sure my natural gas service line has been re-established? Please send an e-mail to customerservice@njng.com with your inquiry or contact our customer services department at 1-800-221-0051.

My natural gas service is re-established, but my meter is off at the Customer Gas Valve. Will NJNG turn on my meter? Please contact a plumber who can turn your natural gas service on from the meter to your home.