

**Protocol for emergency utility disconnection and reconnection of electrical, gas and home heating services for commercial and residential properties.**

In the event that your power and/or gas supply has been turned off due to a safety concern caused by the recent flooding the following protocol is to be followed to re-energize your home or business and/or turn on your gas supply. This is meant to be a general guideline and not a substitute for a licensed service technician, utility company, or code compliance.

**Re-connecting Electrical Power**

- If your electrical power needs to be disconnected due to a safety concern then the Lincoln Fire Department will be required to contact **NStar**.
- As soon as possible, **NStar** will disconnect the power supply to the house/business from the exterior of the building in one of two scenarios:
  1. **NStar** will disconnect the power from the *power drop* where the power supply from the street initial connects to the house and is located approximately 10'-12' above the electrical meter.
  2. **NStar** will disconnect the power from the street.
- After the immediate safety concern has been abated, it will be the **Home Owner's** responsibility to hire a **licensed electrician** to assess the electrical damage once the water has receded.
- The **licensed electrician** will be responsible for securing an electrical permit from the Code Enforcement Office. It is important for the **licensed electrician** to assess how **NStar** initially disconnected the power to the house. .

**Turning the Gas Supply Back On**

- If your gas supply needs to be turned off due to a safety concern the Lincoln Fire Department or the individual responsible for turning off the gas supply will be required to contact **National Grid** and the **Lincoln Plumbing/Gas Inspector**.
- As soon as possible, **National Grid** will install a lock on the gas meter to prevent the gas supply from being turned back on.
- After the immediate safety concern has been abated, it will be the **Home Owner's** responsibility to hire a **licensed plumber/gas fitter** to assess the damage to the gas appliances and gas supply once the water has receded.

**Home Heating Services**

- If your oil burner service / supply need to be shut off to a safety concern by the Lincoln Fire Department, the following must take place.
- After the immediate safety concern has been abated, it will be the **Home Owner's** responsibility to hire a **licensed service contractor / oil service company** to assess the damage to the oil appliances and oil supply once the water has receded.