

Gas Company Notice Requirements for Routine Maintenance Work

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Issue

This report describes the notice requirements for a gas company in Connecticut shutting off service to perform routine, non-emergency maintenance work.

Notice Requirements

For gas companies, the state's regulations require "adequate notice" before any planned service interruptions ([Conn. Agencies Regs. § 16-11-10](#)). According to the Public Utilities Regulatory Authority (PURA), a gas company meets this requirement if it notifies customers by letter 10-14 days in advance. However, personal contact is the preferred notification method for residential customers, followed by telephone notice. If neither succeeds, the company may leave a tag with information about the planned shutdown at the customer's premises. For large accounts where additional customer coordination is required (e.g., industrial or commercial customers), the gas companies provide notice by letter. If the company needs to depressurize the system, it must also try to notify each affected customer at least one day before the work is scheduled to be performed.

According to PURA, these notice standards stem from its findings in Docket No. 85-01-16 (1985 WL 1208004 (Conn. D.P.U.C.)), a proceeding in which the agency found there was no need to amend the regulations on planned service interruptions because the gas companies were providing notice as described above.

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