National Grid provides natural gas service to approximately 100,000 businesses and residences on Cape Cod. Following a recent inspection, the company made the decision to lower the pressure in a 21-mile stretch of natural gas main and perform infrastructure upgrades to maintain the reliability and safety of the system. While the gas main is safe, some of its welds and other equipment no longer meet current standards for operating at a high pressure. Therefore, the company lowered the pressure in the main. This puts less stress on infrastructure, but it also reduces our natural gas capacity. As a result, National Grid will not be able to connect new customers to our natural gas system in certain areas of eastern Cape Cod, including the communities of Dennis, Harwich, Brewster, Chatham, Orleans, Eastham and possibly Barnstable and Yarmouth.

- The system is safe, and this issue will have no effect on existing equipment used by existing customers. Both residential and commercial customers will continue to receive safe, reliable natural gas service from National Grid. Gas projects that already have secured a formal commitment from National Grid will also be unaffected by capacity constraints. This issue affects new projects in the towns listed above.

- We apologize for the inconvenience. We understand this creates challenges for local builders, municipalities, potential new customers and those who might be planning gas conversion projects. There is no immediate remedy for this situation because of the constraints on existing infrastructure and the lack of additional gas supply for the area.

- National Grid is working as fast as possible to improve gas capacity on Cape Cod. Infrastructure enhancements and new construction take time and must follow a rigorous and sometimes lengthy approval and permitting process.

- We expect to be able to resume connecting new construction and gas conversion projects when existing infrastructure is enhanced, new equipment is constructed and additional gas supply is flowing to constrained areas. We currently estimate that this could take 5-7 years.

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