

2015 - 2016 Interruptible (Dual Fuel) Reminder

Agencies with facilities that have interruptible (natural gas) heating:
it is time to prepare burners, fuel supply, and switching equipment.

Checklist:

- Check dual fuel burners to ensure ability to switch to the alternate fuel when the temperature drops, or when the utility company requests a switch.
- Fill your facility's oil tanks before the cold weather arrives. A minimum 10 day supply of alternate fuel is required.
- Submit any information requested by the utility company.
- For **all dual-fuel interruptible** accounts, Con Edison **requires** an affidavit attesting that there is adequate supply of alternate fuel for that location, adequate storage for the alternate fuel, that the equipment for using the alternate fuel is operable and will be maintained, that the customer has read and understands the customer obligations, and understands the consequences of failing to meet alternate fuel requirements.
- National Grid **requires** online registration of all interruptible accounts. Visit <https://ngrid.myenergysites.com/nonfirm-communication> to register and submit contact information. DEM recommends **Opting In** for new communication options.
- Participate in any and all tests. **A test failure is counted as a violation.**
 - ConEd test date (limited to notification accounts) is usually scheduled from mid to end of November.
 - NGrid test date (applies to all accounts) is usually scheduled end of November – early December.
- Provide facility personnel with the **utility contact information** (below). **In the event of a failure to interrupt, notify the utility company immediately (within ONE HOUR of failure to interrupt). Repairs must be made and documented within 48 hours and proof of repair submitted to the utility (the utility may grant an extension of up to seven days if a necessary part is not available.) A financial penalty (approximately 9 times the cost of gas) will be charged for gas consumed during an interruption.**

Other information:

- **“Two strikes and you’re out”:** If two violations occur in the heating season, the customer will be transferred to firm service **at higher rates** for the remainder of the heating season and the next 12 months.
- Only one exception of a strike assessment will be allowed, and only for a documented mechanical failure; there is no exception for a lack of alternative fuel. There are no exceptions to the penalty charges. In addition, non-compliance charges will apply if documentation is not provided.
- **Utility contact information**
 - Con Edison: Gas interruption hotline: 212-460-3459, fax: 718-246-3241, email: EM-GasInterruptions@coned.com
 - National Grid: 718-643-4050 (800-930-5003 for facilities in the Far Rockaways)
- Con Ed has an eLearning tool as a guide through the notification process. Go to www.coned.com – choose the Document Center from the ‘About Us’ drop down menu-then scroll down the page to **“Dual Fuel Interruptible Notification Gas Customer Training Tool”**.
- Please be advised that #6 heating oil is being phased out by 2015, #4 oil – by 2030. Please take necessary steps to convert to cleaner burning #2 oil or other clean alternative fuels.

Failure to Interrupt: Steps You Must Take

CONTACT THE UTILITY

- Contact must be made **WITHIN 1 HOUR** of failure to interrupt
- Contact must be documented (person initiating contact, means of communication, time of call/email/fax, utility representative contacted)

MAKE REPAIRS

- Repairs must be made **WITHIN 2 DAYS** of failure to interrupt
- Extension of **5 MORE DAYS** to make repairs can be requested from the utility due to mitigating circumstances (unavailability of parts, delivery disruption, etc.)

SUBMIT PAPERWORK

- Submit all relevant repair documentation to the utility within the required timeframe (2 or 7 days, depending on whether extension was requested)
- Document all contact with the utility (copy your agency and DEM)

National Grid contact info:

Gas interruption hotline: 718-643-4050
Carol Decina, Account Manager for City gas accounts
Office: 929-324-4853
Mobile: 718-640-8167
carol.decina@nationalgrid.com

Con Edison contact info:

Gas interruption hotline: 212-460-3459
Fax: 718-246-3241
EM-GasInterruptions@coned.com
Fred Archer, Gas Supply
Office: 212-466-8241; Fax: 718-246-3241
archerf@coned.com

DCAS DEM contact info:

Leonid Zolotarev
Phone: 212-386-6327
lzolotarev@dcas.nyc.gov