



# Gas Outages Meal Support

We apologize for the inconvenience.

**We understand your frustration.**

We are working to restore your gas service **quickly and safely.**

## Seniors

**The service:** Citymeals on Wheels provides a nutritious food and company to homebound elderly New Yorkers in need.

**Eligibility:** If you are 60 years or older and are physically and/or mentally incapacitated, unable to prepare meals or have no friends or family to do so for you. Even if you receive homecare or Medicaid, you may still be eligible.

**To sign up:** visit or call the management office.

## Adults & Children with Illnesses

**The service:** God's Love We Deliver is a non-profit organization that provides nutritious meals for adults and children with serious illnesses who, because of their serious medical diagnoses, have difficulty cooking and shopping.

**Eligibility:** Adults and children with documented serious medical diagnoses.

**To qualify:** call 212-294-8102 to speak with an intake specialist.

## Families with Active Public Assistance Cases

**The service:** Human Resources Administration's (HRA) Restaurant Allowance Program (RAP)

**Eligibility:** Families with an active Public Assistance case who do not have access to cooking facilities (such as in the case of gas outage) with a restaurant allowance to purchase meals.

**Note:** A household may receive both RAP and food stamps, however, RAP is counted as new income and will impact Food Stamps allotment. On average, for every \$3 RAP provided, you lose \$1 in food stamps.

**To sign up:** Visit your Property Management Office.

**For a list of local food pantries, visit your property management office.**

**If you need additional assistance with social and meal services during the outage, don't hesitate to contact the Family Services Department in your borough.**

**Bronx: (718) 409-8699**

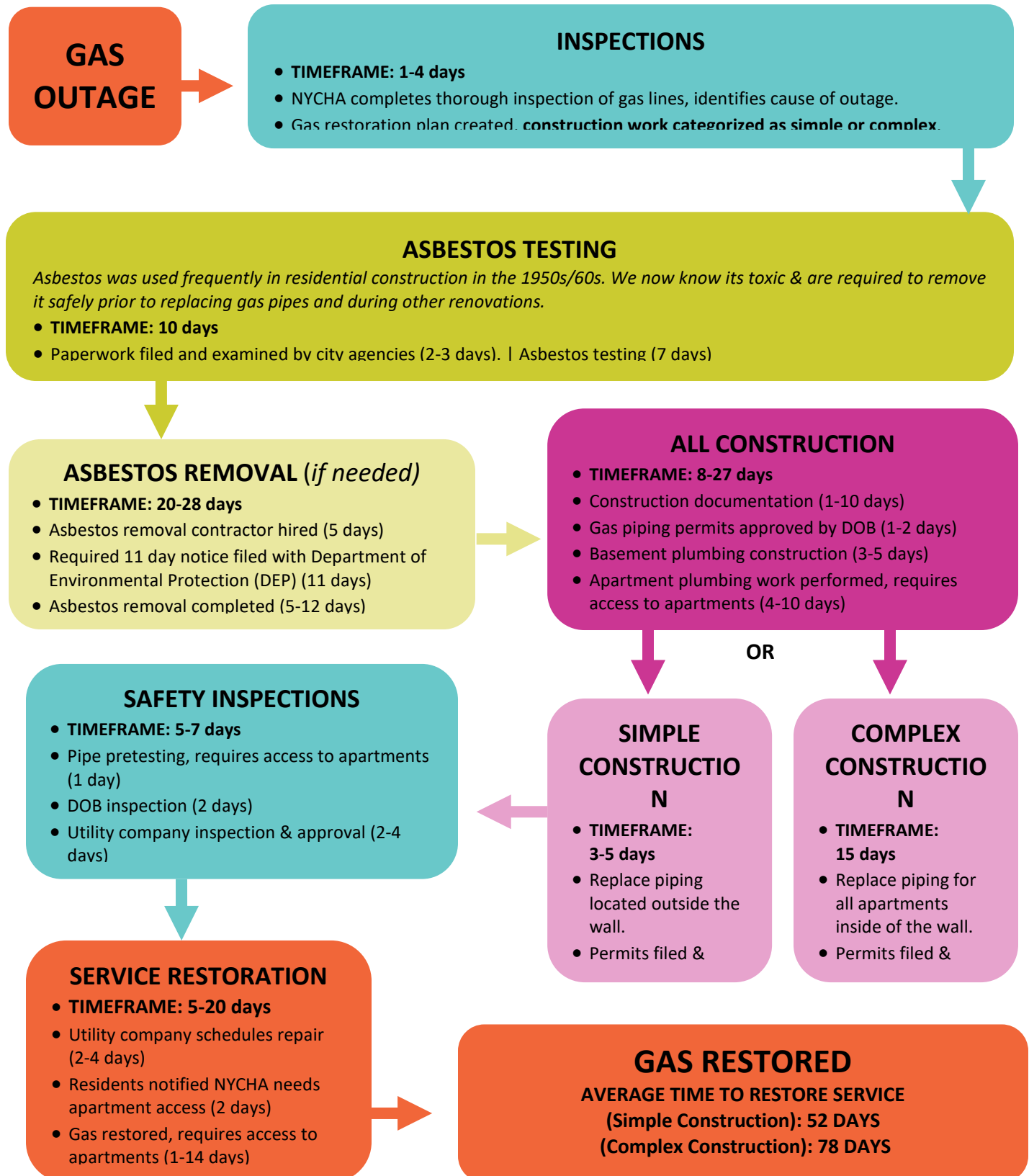
**Brooklyn: (718) 289-8143**

**Manhattan: (212) 334-2506**

**Queens and Staten Island: (718) 206-3286**



# Gas Outages: Why does it take so long?





# Gas Outages: Why does it take so long?

**NYCHA understands the hardship caused by gas outages and we work as quickly as possible with the Department of Buildings (DOB), the Department of Environmental Protection (DEP) and your utility company to restore service safely.**

Gas outages can take a long time to resolve because the process is complicated and rushing it could put the entire building in danger. The average time for restoration when simple construction is required is 51 days, when complex construction is required it is 78 days.

**The biggest factor that delays restoring gas service is gaining access to residents' apartments to test pipes and turn the gas back on.**

There are two key points during the restoration process when inspectors need access to resident apartments. Residents will be notified to schedule an appointment.

**Initial Inspections:** to identify the cause of the outage and determine the best solution to restore gas service.

**Safety Inspections:** to test the new piping and ensure they will work properly and safely.

To resolve gas outages, we often need to replace gas pipes throughout the entire building. The steps for this process include:

- A thorough inspection of your gas lines
- Identifying the cause of the outage
- Developing a construction plan to restore gas service.
- Conducting testing, and if needed, remediation for asbestos.
- Replacing gas pipes in every resident's apartment.
- Testing gas pipes in every apartment.
- Turning the gas back on in each apartment.

**Please reach out to your property management office with any questions or concerns.**