

# Breaking natural gas records on the coldest of days

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Record cold temperatures across our service areas in recent weeks pushed customer demand for natural gas to record levels. Under these demanding and unprecedented circumstances, our natural gas distribution system held up and our dedicated employees managing the system were able to provide our customers with safe, reliable and uninterrupted natural gas service.

“We had no major pressure issues and no customer issues related to pressure,” says **Rich Delaney**, Director, Gas Control & Meter Data Services. “Our system performance is a direct result of preparation, our ongoing capital investments in our gas infrastructure system and the hard work that our field crews do each day expanding and reinforcing our system.”

Gas Control Center

On January 6, New York City and Long Island broke all-time records set just the prior day, delivering 1.4 million dekatherms and 1.0 million dekatherms respectively and over the entire period broke five of the top ten records, while upstate New York set two of its top ten records for natural gas delivery to our customers with 1.2 million dekatherms. To put this in perspective, the typical single-family house in our service areas uses between 10-12 therms per day.

With the extraordinary demand on these very cold days, we relied on the support of Liquefied Natural Gas in both NYC and LI and required our Temperature Controlled (TC) and Interruptible customers (IC) to switch to their alternate fuel sources during the peak demand.

In addition to our outstanding system performance, employees also went above and beyond to assist customers in need. One story in particular highlights how we focus on the safety and wellbeing of our customers. [Read about it here.](#)

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