

Fall 2025

# weconnect

Energy news for our gas customers  
in New York City

## Prepare for colder weather ahead

Fall has officially arrived, which means now is the time to prepare your home to help you stay safe and comfortable during colder days ahead. Remember to check batteries in smoke and carbon monoxide alarms and be sure to explore our tips for saving energy, as well as programs and services to help manage winter energy bills.

► [ngrid.com/hereforyou](https://ngrid.com/hereforyou)

## Stay connected with us

Keeping your contact information updated with us helps us reach you in an emergency. To make sure we have your current email address and phone number on file, visit our website and click on **Sign In/Register** in the top right corner.

Registering online is fast and easy – and lets you view your bill, set up automatic payments, receive a personalized energy savings plan and more.

► [ngrid.com/myaccount](https://ngrid.com/myaccount)

## Manage your account on the go

Our improved app puts the power of convenience at your fingertips. You can now schedule a payment without leaving the app. Customers on a payment plan can track the status of any plans. Download the app today.

► [ngrid.com/app](https://ngrid.com/app)

## Customer Service:

**1-718-643-4050**



Contact us if you suspect a shared meter. A shared meter is illegal, and building owners can incur large fines. Tenants should only pay for the gas provided to their dwelling or areas under their control.

## Smell gas? Act fast.

### Gas Emergency:

**911 or 1-718-643-4050**

24 hours a day, 7 days a week



### Gas Safety Tips:

- Take steps to avoid carbon monoxide poisoning:
  - Have all heating equipment checked yearly by a professional
  - Install at least one UL-listed carbon monoxide detector in your home near bedrooms
  - Never use a gas range for heating
  - Never use a generator indoors
- When renovating or performing fall yard cleanup, always keep your outside gas meter out of harm's way.

► [ngrid.com/gassafety](https://ngrid.com/gassafety)

# Energy Affordability Program (EAP)

Our Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill discount that is automatic with receipt of a Home Energy Assistance payment and continues for those who apply for HEAP annually.

► [ngrid.com/discount](http://ngrid.com/discount)  
or call **1-718-403-2216**

# Easy Bill Viewing and Payment Options

We offer a number of convenient options to view and pay your bill including paperless billing, online billing, automated payments and more.

► [ngrid.com](http://ngrid.com)  
select **Ways to Pay**

# Tips for paying your bill in person

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly.

Remember to bring your bill and keep your receipt.

► [ngrid.com/nycbillpay](http://ngrid.com/nycbillpay)

It's easy to check your rates.

► [ngrid.com/servicerates](http://ngrid.com/servicerates)

# Seasonal savings tips

Whether you own or rent your home, there are changes you can make to help save energy and enhance comfort.

- Check for and close air leaks around windows and doors.
- Schedule heating system maintenance and change filters often.



- Check your thermostat settings to be sure they are changing with your schedule and the weather.

► [ngrid.com/saveathome](http://ngrid.com/saveathome)

# Report energy theft

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.

► [ngrid.com](http://ngrid.com)

# Our Communities. Our Commitment.

From backpack giveaways to employee days of services, we are committed to our communities.



► [ngrid.com/gridforgood](http://ngrid.com/gridforgood)

# Stay alert to scams

Scams can happen at any time. To protect yourself, learn more.

► [ngrid.com/scam](http://ngrid.com/scam)

# Inspect natural gas pipes regularly

As a natural gas customer, you're responsible for maintaining all gas lines that begin at the outlet of the gas meter and extend above or below ground on your property. Used for outdoor appliances, generators and more, buried gas lines can corrode or leak if not properly maintained.

- Periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert.
- If unsafe conditions are found, have the pipeline repaired immediately.

► [ngrid.com/gassafety](http://ngrid.com/gassafety)

For predictable monthly payments based on your usage, consider the Budget Plan.

► [ngrid.com/hereforyou](http://ngrid.com/hereforyou)

# This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sírvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.  
Questa è un'informazione importante, si prega di tradurla.  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin hãy dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
هذه ملاحظة هامة. من فضلكم اترجموها.  
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।  
Sa a se yon avni enpòtan. Tanpri, fè li tradwi.  
סצערעביא עטיב. גאזאנא עקיסיוווא דא זיא פאד

**Watch for  
HEAP opening  
in November.**