

Spring 2026

# weconnect

Energy news for our gas customers in New York City

## We're here to help you manage your energy bills this spring

With warmer temperatures on the way, we can finally put this winter's record snowfall and bitter cold behind us.

The long stretch of freezing temperatures meant heating systems ran more often, resulting in higher energy bills for many customers. If you're feeling the impact, you're not alone—our Customer Advocate team and Contact Center are here to help.

### We also offer:

- Bill assistance programs
- Payment plans
- Budget Plan
- Bill credits
- Energy-saving programs

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

## 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](https://ngrid.com)

## Check automatic payments

Help avoid payment issues: periodically review and update your account information with your banking institution.

▶ [ngrid.com/payonline](https://ngrid.com/payonline)

## Gas Emergency:

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

24 hours a day, 7 days a week



▶ **Smell gas? Act fast.**

▶ **Take steps to avoid carbon monoxide poisoning:**

- Have all heating equipment checked yearly by a professional
- Install at least one UL-listed CO detector in your home near bedrooms
- Never use a gas range for heating
- Never use a generator indoors

## Customer Service:

**1-718-643-4050**



▶ **Know how to spot a scam.**

Every National Grid employee and all contractors doing work for us carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in. If you feel you are in immediate danger, call **911**.

If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

## What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. Call **811** or **1-800-272-4480** or visit **NewYork-811.com**

### Examples of private underground utility lines include:

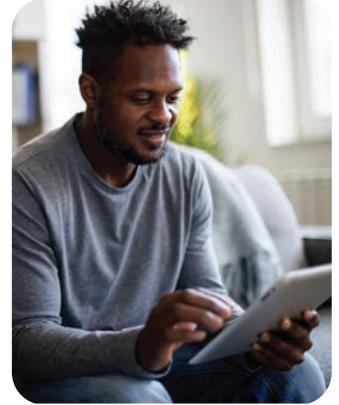
- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing

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



## Even out your monthly bills with the Budget Plan

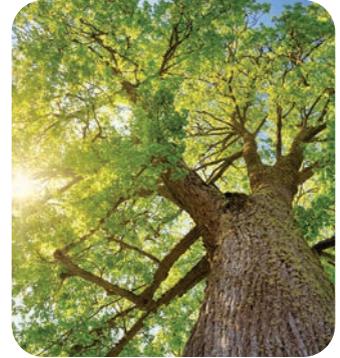
The Budget Plan takes the amount you usually pay on your National Grid bills in a year and breaks that amount into twelve balanced monthly payments to help offset high winter heating and summer air conditioning peak bills. You will still pay only for the total amount of energy you use in a year, but the Budget Plan makes it easier to anticipate your monthly energy costs and plan your household budget.



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

## Choose the right tree to reduce energy use

For cooling shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home. Be sure to plant away from overhead lines and call **811** before digging (see left). For help choosing the right tree, check your local nursery.



## Hablamos su idioma

National Grid se complace en ofrecerle los mensajes de las facturas y otras comunicaciones en español. Llámenos al **1-718-643-4050** para escoger esta opción gratis. Usted puede hablar también con un representante Hispano o utilizar nuestros servicios automatizados de teléfono, que están también disponibles en español.

► [ngrid.com](http://ngrid.com) seleccione *español*



Register for an online profile to pay from your checking or savings account, or pay by credit/debit card with Speedpay. Fees may apply. Learn more at

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

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Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sirvase 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 vui lòng dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
مهم رجعت یچرت. مهم راطخ اذه.  
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