

Summer 2026

# weconnect

Energy news for our gas  
customers in New York City



## We're Here for You Through the Dog Days of Summer

Summer is in full swing, and we're here to help you stay comfortable, safe, and in control of your energy use.

Available resources include:

- The **Budget Plan**—Helps even out your monthly energy costs and avoid seasonal spikes
- **Flexible payment plans**—Designed to best fit your needs
- **MyAccount**—A singular place to make payments and view how you use energy
- Other **support and assistance programs**—Resources to help you stay comfortable and manage costs

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

## Our Plan to Keep Your Gas Delivery Rates Steady Through 2028

National Grid has proposed extending current gas delivery rates through March 2028 for customers in New York City and Long Island. If approved by the NYS Public Service Commission, the plan would delay a rate increase and provide an extra year of stable, predictable energy bills for about 1.9 million customers. It also maintains key programs—like bill assistance, energy efficiency, and reliability investments—while supporting New York's climate goals.

## Customer Service:

**1-718-643-4050**



## TTY Service

For assistance or to report an emergency, deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

## Gas Emergency:

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

24 hours a day, 7 days a week



## Gas Safety Tips:

- Smell gas? Act fast. Call **911** or our emergency number **1-718-643-4050** if you come into contact with gas meters, piping, or valves.
- Always keep power tools and lawn mowers away from gas systems.

## Special Protections Available for Eligible Households

We provide special protections programs for elderly, blind, and disabled persons, persons with medical emergencies, and persons who rely on electrically operated life-sustaining equipment. Please call **1-718-643-4050**.

► [ngrid.com/ny-specialprotections](https://ngrid.com/ny-specialprotections)

## Summer Cooling Tip

Dust can collect on air returns. Vacuum them regularly to help your system work more efficiently. Be sure to keep toys, furniture, and other items away from vents so air can circulate freely.

## Energy-Savings Spotlight

Check what's near your room air conditioner or thermostat. Heat from lamps, TVs, and other electronics may affect temperature readings, causing your cooling system to run longer than needed.



## 211: Support When You Need It

211 connects you with free or low-cost community support services, available 24/7 across the U.S. Call **211** or text your zip code to **898-211**.

## Keeping Your Gas Lines Safe

You are responsible for the natural gas lines on your property beyond the gas meter, whether they are above or below ground. Buried lines need extra care because they can wear down over time or leak. We recommend having these lines checked regularly by a qualified contractor or specialist. If a problem is found, have it repaired as soon as possible.

## Shared Meters

A shared meter measures energy used both in your home and in areas you don't control. In New York, property owners or building managers—not tenants—are responsible for shared meters. If you think you may be billed on a shared meter, we can review your account and correct the situation.



## Protect Your Home From Carbon Monoxide

Carbon monoxide (CO) can build up in a home when fuel-burning appliances malfunction or ventilation isn't working properly. You can help keep your home safe by taking a few simple precautions:

- Install a carbon monoxide alarm.
- Check local requirements for CO detectors in our area.
- Have chimneys and fuel-burning appliances inspected regularly by a qualified professional.
- Make sure space heaters and woodstoves are in good condition and use as directed.
- Always turn off your car when parked and never leave it running in an enclosed space like a garage.

If you suspect a CO leak, go outside immediately and call **911**. Warning signs may include stale or stuffy air, condensation forming on windows, or experiencing flu-like symptoms such as dizziness, headaches, nausea, or fatigue.



**Utility Worker Safety Reminder:** State laws are designed to protect utility workers while they are carrying out their duties. Assaulting or causing physical injury to a utility worker is a criminal offense and may result in penalties of up to seven years in jail.

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

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 hãy dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
هتجرت نجزت مهم راطخا اذ  
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।  
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.  
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