

March/April 2015

WeConnect

Energy news for our gas customers in New York City

nationalgrid
HERE WITH YOU. HERE FOR YOU.



Every National Grid employee carries a photo ID card, and any contractor doing work for us is also required to carry ID.

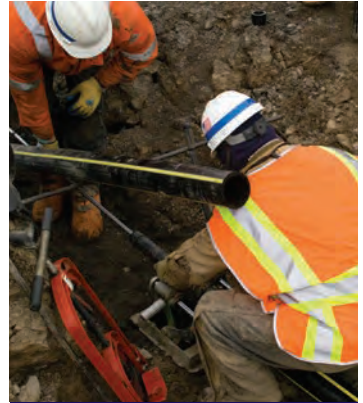
Gas Emergency
Call **911** or
1-718-643-4050
Customer Service
1-718-643-4050

Work underway to modernize natural gas system in Queens.

Work has begun on the Queens Gas Reliability Project, a \$100 million undertaking to modernize the gas system in Queens to improve safety, reliability and to support the energy needs of the community.

National Grid and its contractor, Network Infrastructure, will install more than six miles of new gas mains through Central Queens from Rockaway Boulevard in Southern Queens to just north of the Long Island Expressway. In addition, upgrades to gas service in neighborhoods along the route will begin in 2016 and all of the work is expected to be completed in the spring of 2016.

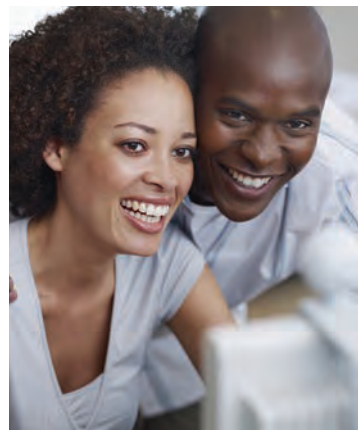
Crews will be progressing in short segments to minimize disruption as much as possible. Portions of the construction work are being coordinated with New York City agencies to coincide with other planned essential underground infrastructure upgrades to improve the way street work is conducted, minimizing impact to communities.



We're making improvements to the natural gas system to better serve our community.
Thanks for your patience.

Choose a natural gas supplier with our NaturalChoice™ Program.

Our NaturalChoice Program gives both residential and business customers the power to choose their natural gas supplier, also known as an energy service company, or ESCO. By enrolling in NaturalChoice, you may be able to benefit from competition among gas ESCOs. No matter what company supplies your gas, we will continue to transport the natural gas from the ESCO to you, maintain our local gas distribution network, and be available 24 hours a day to respond to gas safety emergencies, as always. Visit **www.nationalgrid.com** for details, including a list of suppliers.



Planning spring planting? Call 811 first.

Planning spring planting or outdoor home improvement projects? Call **811** before starting your project. It's free and it's the law.

Your local One Call center will notify us and other utilities to place warning markers near wires, pipes or cables so you will know what areas to avoid. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood or harm you and those around you.



We can all use a little less natural gas. We have a variety of rebates, incentives and services to help you manage your energy usage and some could even lower your energy bill. Simply visit **www.nationalgrid.com** and click on Energy Efficiency Services to get started.

Visit us at **www.nationalgrid.com** and connect with us on



Turn down the temperature on your water heater.

Set your water temperature at home to 120 degrees. A lower setting uses less energy, and you're less likely to burn your skin (at 140 degrees you risk burns in six seconds or less).

It's always a good idea to test the water temperature before your child gets in the tub.

An average water heater lasts about 10 to 15 years and when it fails, it can leave you in a mess. Don't wait until it's too late to upgrade. Remember to always choose ENERGY STAR®-qualified appliances. Visit www.nationalgrid.com for available rebates and offers and services to help you manage your energy usage.



Discount rate may help you manage energy costs.

Income-eligible customers may qualify for a reduction in the "gas delivery cost" on the bill. To be eligible, an applicant must be a National Grid customer and receive one or more of the following benefits:

- Home Energy Assistance Program (HEAP)
- Medicaid
- Food Stamps
- Public Assistance (Family Assistance or Safety Net Assistance)
- Supplemental Security Income (SSI)
- Veteran's Disability Pension
- Veteran's Surviving Spouse Pension
- Child Health Plus



For more information, visit www.nationalgrid.com

Guard against scam artists, impersonators.

National Grid and local police departments continue to receive calls from customers targeted by billing scam artists and imposters posing as utility employees. Please be alert for these imposters who may try to gain access to sensitive account information or attempt to gain entry to your home.

- 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 and please call Customer Service at **1-718-643-4050**. If you feel you are in immediate danger, call **911**.
- We do call customers with outstanding balances, requesting payment and notifying of the potential for service interruption (due to non-payment). However, we do not accept pre-paid debit cards for payment and would never ask a customer to acquire one of these cards to make a bill payment.
- 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.
- National Grid does not conduct sales door-to-door and does not offer a residential equipment inspection and maintenance service.

Braille Bills/Eye Saver Service

If someone you know is blind or sight-impaired, we can provide bills in Braille or in a larger print than our standard bill. For more information, please call Customer Service.

This is an important notice. Please have it translated.

Este es un aviso importante. Quiera mandá-lo traducir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.
Questa è un'informazione importante.
Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



If you smell gas, do not send an email. Call **911** immediately, or our gas emergency number, **1-718-643-4050**, 24 hours a day.