

WeConnect

Energy news for our gas customers in New York City



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

Be aware of imposters on the phone or at your door.

Please be alert for billing scam artists and imposters who may try to gain access to sensitive account information or attempt to gain entry into your home.

On the phone

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.

Any time you receive a call from someone stating they are from National Grid, you can verify by asking the caller to provide the last 5 digits of your bill account number (readily available at the top of your bill). If the caller can't provide it, hang up and call Customer Service at **1-718-643-4050**.

In 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. If you feel you are in immediate danger, please call **911**.



Never give a caller your National Grid account number.
If you doubt the caller is genuine, hang up and contact Customer Service.

Simplify bill paying with our paperless options.

Eliminate your energy bills – at least on paper – by signing up for paperless billing. It's easy, free and makes life just a little easier. It also reduces your consumption of paper, which is good for the environment!

Here's how it works:

- We'll send you an e-mail when your bill is ready to be viewed online. (You'll no longer receive a bill in the U.S. mail.)
- You can view both your current and past bills anytime you want. We'll archive your bills for up to 13 months.
- In a few clicks, you can view, print or save your bill.

How easy is it to go paperless? Select "*Paperless Billing*" on the My Account page. You can start right away!



Where to find help with your bill.

We understand when the unexpected sometimes happens. We can often help customers who need assistance in paying their energy bill. One of our programs is designed for spreading current and overdue payments over time. If you qualify, we can arrange a payment arrangement together. Please call the phone number on your bill for more information.

Close your shades in the summer.

Sunlight passing through windows heats your home and makes your air conditioner work harder. You can block this heat by keeping blinds or drapes closed on sunny days.

For rebates on energy efficient appliances, energy-saving tips and more, visit **www.nationalgrid.com** and click on Energy Efficiency Services.



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** (New York City) 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. Visite nuestro sitio Web de español **www.nationalgridus.com/NY/Espanol**

Keep the area near vents clear.

Furniture, carpets, and other objects can block vents and prevent heated or cooled air from traveling. This blockage makes your heating or cooling system work harder and prevents rooms from warming up or cooling down quickly. If you have forced air heating or cooling in your home, check to see that your air registers have sufficient room to breathe.

Know carbon monoxide signs and symptoms.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources of carbon monoxide in the home include malfunctioning fuel-burning appliances such as hot-air furnaces, space heaters and natural gas ranges. Exposure to carbon monoxide can make you ill, or in extreme cases, can be fatal. Symptoms include headaches, dizziness, weakness, confusion and loss of muscle control.

Protect your family

- 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 generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.

If you suspect carbon monoxide or your carbon monoxide detector sounds the alarm, go outside immediately and call **911**. Do not return until the source is found and authorities say it is safe.



Please report suspected gas theft.

Thieves who steal energy by tampering with or bypassing meters or piping put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.



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 immediatement.
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.