

WeConnect

Energy news for our gas customers in New York City

nationalgrid
HERE WITH YOU. HERE FOR YOU.



Simplify this summer.

Sign up for paperless billing.
Visit www.nationalgrid.com

Gas Emergency

Call **911** or

1-718-643-4050

Customer Service

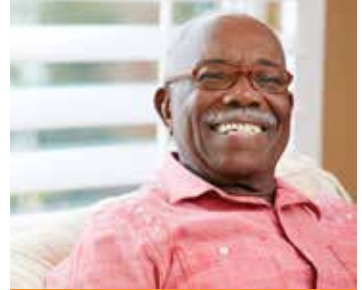
1-718-643-4050

Come home to better comfort with high-efficiency gas heating.

If you've been thinking about replacing your aging, inefficient gas equipment, now is a great time. Upgrade to qualifying high-efficiency equipment in your home and enjoy money back:

- Up to \$1,000 rebate for a gas hot water boiler
- Up to \$600 rebate for a gas furnace
- \$500 rebate for a gas steam boiler
- Up to \$400 rebate for a gas water heater
- \$100 rebate for a boiler reset control, which lowers your boiler's water temperature from 180°F on cold days to 120°F on milder days

Please visit www.ngrid.com/nyc-ee to review equipment eligibility requirements, download a rebate form, or apply for a rebate online. A licensed contractor or plumber of your choice can help you select qualifying equipment and install it in your home. For more information, call **1-877-316-9491**.



www.ngrid.com/nyc-ee

You must be a New York City (Brooklyn, Queens, or Staten Island) residential natural gas heating customer of National Grid to qualify. Equipment must be installed from 1/1/15 to 12/31/15 and rebate application must be postmarked or submitted online by 12/31/15. Due to limited funding, rebates are contingent upon availability of funds and the program may be terminated at any time.

Discover cool savings with a programmable thermostat.

A programmable thermostat can be set to cool your home before you leave work, so you'll enjoy comfort the moment you get home. You'll save energy and money, too!

Use a seven-day programmable thermostat to pre-set higher temperatures in the summer and lower temperatures in the winter when you're typically away from home or asleep. Temperatures will adjust to normal before you typically arrive home or wake up, ensuring your comfort. You can save up to \$180 a year.

We offer a \$25 rebate on a seven-day programmable thermostat.

Learn more at www.ngrid.com/nyc-thermostat



Offer is available to New York City (Brooklyn, Queens, and Staten Island) residential natural gas heating customers of National Grid. Restrictions apply. Maximum of two thermostat rebates per gas account. See website or call **1-877-316-9491** for details. Rebate offers are subject to change or cancellation without notice.

Payment options and services available.

We have programs and services that can help you pay and manage your energy bill.

- **Balanced Billing Plan** – helps spread payments out more evenly across the year.
- **Energy Efficiency Programs** – tips, offers and rebates to help lower your energy costs.
- **Deferred Payment Agreement Program** – for qualifying customers who have fallen behind on payments and cannot pay their bill in full.

For more on these programs, please visit www.nationalgrid.com or call Customer Service at **1-718-643-4050**.



Beware of imposters and bill scammers.

We're reminding our customers to be alert for imposters and scammers trying to gain access to account information and entry to homes and businesses.

We've received reports from customers about door-to-door sales for home energy goods and services. In these instances the imposters claim to be working with us and local emergency responders to gain entry to a home by telling the customer they must inspect natural gas equipment, carbon monoxide detectors or other safety equipment for a fee.

These door-to-door representatives are not from National Grid. We do not conduct sales door-to-door or offer a residential equipment inspection and maintenance service.

If you are in doubt as to whether an individual is a National Grid employee, tell them to wait outside and call Customer Service at **1-718-643-4050** to confirm identification. If you feel there is an immediate danger, please call **911**.

Please visit www.nationalgrid.com for more information on customer scams.

If you smell gas take action right away.

Smell gas. Act fast.

Your safety is our top priority. That's why we want you to know the signs of a gas leak, and what to do in the event of one.

Indoors: If you smell gas (the odor is similar to rotten eggs) take action right away. Do not use the telephone, do not smoke or turn on light switches, appliances or any electrical equipment. All occupants should leave the house immediately. Once you are in a safe area, call **911** immediately or our gas emergency line at **1-718-643-4050**.

Outdoors: If you smell gas and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately and call **911**, or our emergency line at **1-718-643-4050**. Don't assume someone else will call.



Gas safety in your community.

We work with industry groups and state regulators on methods and programs to keep your natural gas distribution safe. Please help by doing your part. Use natural gas properly. Be alert, and always call **811** before you dig. It's a free service and it's the law. Natural gas pipelines run under public streets and sometimes under private property. For safety reasons, right-of-way laws can give pipeline owners the right to restrict certain activities near pipelines. Right-of-way maps are filed with local municipalities.

Be alert for signs of heat stress.

Prolonged temperatures of 90 degrees or above combined with high humidity can cause the body's temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body's cooling system. Especially at risk are the elderly, young children and those with chronic illnesses. Some of the signs include dizziness, rapid heartbeat, dry skin (no sweating) and breathing problems.

Avoid the dangers of heat stress by:

- Drinking liquids. Don't wait until you are thirsty.
- Avoid alcohol and caffeine.
- Eat a well-balanced diet. Avoid hot, heavy meals.
- Take cool showers and baths.
- Wear light, loose-fitting clothing and a hat for sun.
- Avoid any hard physical work outdoors.
- Visit air conditioned buildings.



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.

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.

