

# WeConnect

Energy news for our gas customers in New York City



Spring ahead with energy-saving ideas that can save you money.

For more details, visit [www.nationalgridus.com](http://www.nationalgridus.com)

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

Customer Service  
**1-718-643-4050**

## An important update for our customers.

In order to continue meeting our customers' energy needs now, and in the future, National Grid has filed rate proposals with the New York State Public Service Commission to update and re-set natural gas delivery\* rates for 2017 in New York City and Long Island/the Rockaway Peninsula for the first time in a decade.

During 2016, the stable delivery rates that have been in effect since 2008 will remain in place.

These proposals will allow us to continue investing in our natural gas networks and to improve service to our 1.8 million customers in Brooklyn, Queens and Staten Island and Long Island/Rockaway Peninsula.

We have invested more than \$4.5 billion over the past decade to modernize and build a safer and more reliable natural gas system for our customers. During this period of time, we have also maintained stable delivery rates.

If approved by the Public Service Commission, the new delivery charges would take effect on January 1, 2017.

Please visit [www.nationalgridus.com](http://www.nationalgridus.com) for additional information.



*The proposals will allow us to accelerate our main replacement program and improve critical customer service.*

\*Delivery charges cover our costs to operate, maintain and modernize our distribution system and are fixed by regulatory rate agreements.

## 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.nationalgridus.com](http://www.nationalgridus.com) for details, including a list of suppliers.

## 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



Call **1-718-643-4050** for additional information or to request a Residential Reduced Rate Application.

# For safety and efficiency turn down the temperature on your water heater

Water heaters are the second highest source of energy usage in the home. To save energy — and money — set your water temperature at home to 120 degrees. You'll be 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.

Visit [www.nationalgridus.com](http://www.nationalgridus.com) for available rebates, offers and services to help you save energy at home.

## Did you know....

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.

## 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 at **1-718-643-4050**.

## Guard against scam artists, impersonators.

Be on the alert for 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.

## 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.



## Please restrain pets.

If you know we will be working in or near your home, please restrain or relocate your pet at that time. Thank you for your cooperation.



## Use caution near crews and work zones.

Our number one priority is the safety of the public, customers and employees. We want to remind motorists and pedestrians to be cautious in and around utility roadway work zones for their own safety and the safety of our employees and contractors.

### 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.

## Smell gas. Act fast.

Gas Emergency?  
Call **911** or  
**1-718-643-4050**