

# WeConnect

Energy news for our gas customers in New York City



Save energy. Save money.  
Visit [nationalgridus.com](http://nationalgridus.com)

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

## Carbon monoxide safety – seven points to remember.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. When fuels such as natural gas, butane, propane, wood, coal, heating oil, kerosene, and gasoline don't burn completely, they can release carbon monoxide into the air. Common sources include malfunctioning forced-air furnaces, kerosene space heaters, natural gas ranges, wood stoves, fireplaces and motor vehicle engines. **If you suspect carbon monoxide is present, go outside immediately and call 911.** Next, call our gas emergency number, **1-718-643-4050**.

1. Install Underwriters Laboratory (UL) approved home carbon monoxide detectors on every floor of your home. Follow the manufacturer's installation instructions.
2. Check chimneys and flues for debris, bird nests and other blockages, and have them cleaned periodically.
3. Be sure space heaters and wood stoves are in good condition, have adequate ventilation and are used in strict compliance with the manufacturer's instructions.
4. **Never** use a gas range for heating or burn coal or charcoal in an enclosed space.
5. **Never** cover slots or holes in the bottom of the oven with spill pans or foil that can block airflow in the oven.
6. If you use a back-up generator to supply power during an outage, be sure to operate it outdoors.
7. Know that open windows **do not** provide sufficient ventilation to safely operate a generator indoors.



The symptoms of carbon monoxide poisoning are similar to those of the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control.

## Protect yourself against utility scams.

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**.



## If you smell gas, act fast.

Your safety is our top priority. That's why we ask all of our customers 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** or our gas emergency line, **1-718-643-4050**.

### Outdoors

- If you smell gas and see a white cloudy mist, bubbles in standing water and/or hear a hissing, roaring or whistling sound, it could be a gas leak.
- Leave the area immediately and call **911**, or our gas emergency number right away.

## 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!

For more information on this, and other bill pay options, visit **www.nationalgridus.com** and click on the green "pay my bill" button.



## 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.

## 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**

## Gas theft is illegal and dangerous.

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.

## Energy-saving tip.

Keep the oven door closed while cooking – the temperature can drop by as many as 25 degrees Fahrenheit each time you open the oven door.

Visit **www.nationalgridus.com** for more money-saving ideas and currently-available energy efficiency rebates.



### 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 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.

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