

# WeConnect

Energy news for our gas customers in New York City



For help managing winter energy bills visit [ngrid.com/billhelp](http://ngrid.com/billhelp)

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

## Managing cold weather energy costs.

You have more control over your winter energy bills than you might think. Here are tips for managing those cold-weather costs.

### 1. Mind your furnace.

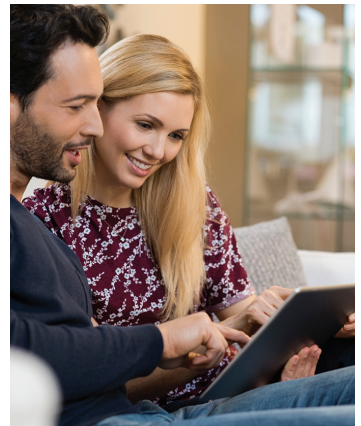
Don't let furnace filters be out of sight, out of mind. Dirty filters restrict airflow and decrease efficiency, which can drive up your bill. Replace or clean filters once a month during the heating season.

### 2. Lower your water heater's temperature.

Many water heaters are set higher than they need to be, sending dollars down the drain. Lower your water heater's temperature to 120°F and reduce your water heating costs.

### 3. Purchase a Wi-Fi enabled thermostat.

A Wi-Fi enabled thermostat allows you to control your home's temperature remotely from your smartphone, tablet, or laptop. Ideal for homes and apartments, these thermostats allow you to preset higher temperatures in the summer and lower temperatures in the winter when you're away from home or asleep. Using them can lower your energy bill by up to \$180 a year. National Grid offers a \$75 rebate to help make this energy-saving equipment more affordable for you.



\*To qualify for the Balanced Billing your account must be current with no outstanding balance.

If you prefer to purchase a 7-day programmable thermostat, which cannot be controlled remotely, please note you can take advantage of a \$25 rebate. To apply for your rebate, first purchase your thermostat.

For more information, visit [ngrid.com/save](http://ngrid.com/save) or call **1-877-316-9491**.

### 4. Enroll in Balanced Billing.

Balanced Billing\* helps make it easier to manage your household energy payments each season by removing "peaks and valleys" from energy bills.

Balanced Billing spreads your projected annual energy usage costs into 12 "balanced" monthly payments. You still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.

Balanced Billing is easy! You get the same convenient payment options you currently enjoy as a National Grid customer including the option to sign up for our popular automatic payment programs.

#### How to enroll

Visit [www.nationalgridus.com](http://www.nationalgridus.com) and sign into your account, or call Customer Service at **1-718-643-4050**.

## Smell gas. Act fast.

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. Everyone should leave the house immediately. Once you are in a safe area, call **911** or **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, leave the area and call **911** or **1-718-643-4050**. Don't assume someone else will call.

## Where to look for payment assistance this winter.

If you are having difficulty paying your utility bill, there are payment assistance options that may be available if you qualify.

### Neighborhood Heating Fund

This program covers our Brooklyn, Queens and Staten Island customers only. The program runs December through March. Eligibility is based on New York State HEAP income guidelines and funds are granted on a first-come-first-served basis. For an application, call **1-718-422-4207**.

### Residential Reduced Rate

Qualified customers can get a reduction on the gas delivery charge portion of their bill. You must be a National Grid customer and receiving other benefits like HEAP, Medicaid, Food Stamps, Supplemental Security Income or other similar assistance. To apply, please call **1-718-643-4050**.

## TTY service available.

Customers who use text telephones can call us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will contact National Grid's Customer Service.

## Pay your bill the easy way with DirectPay.

We offer a variety of options to make managing your account easier, including DirectPay, which allows you to pay your bill automatically from a bank account. Visit [www.nationalgridus.com](http://www.nationalgridus.com) for a complete list of payment options.

## Call us if you suspect a shared meter.

Tenants should only pay for the gas provided to their apartment or area under their control. A "shared meter" situation is illegal and building owners can pay large fines. If you suspect a shared meter condition, call us at **1-718-643-4050**.

## Protect your family from carbon monoxide.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless.

- Before the heating season begins, have your heating system checked by a licensed master plumber.
- Check chimneys or flues for debris, birds' nests or other blockage.
- Never use a gas range for heating. Also, never burn coal or charcoal in an enclosed space and never use an outside grill for inside cooking.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas.
- If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**.

### In our community



## Smart, cleaner and greener in Brooklyn.

We are proud to be a partner in a project that's keeping downtown Brooklyn streets cleaner and greener with the addition of "smart" waste and recycling bins. The solar-powered bins keep debris off the street, lock neighborhood pests out and alert the city when they are full.



### This is an important notice. Please have it translated.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.



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