

# WeConnect

Energy news for our gas customers in New York City



Take control of seasonal bills. Visit [ngrid.com/billhelp](http://ngrid.com/billhelp)

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

## Be carbon monoxide aware.

Carbon monoxide (CO) is a highly poisonous gas that is colorless, odorless and tasteless. Symptoms of carbon monoxide poisoning are similar to the flu and may include headaches, dizziness, weakness, sleepiness and nausea. Common sources of CO include improperly used or incorrectly vented fuel-burning appliances such as stoves, furnaces, water heaters and fireplaces.

### Here's what to do to stay safe:

- Have all heating equipment checked yearly by a professional.
- Install at least one UL listed CO detector in your home near bedrooms.
- Never use a gas range for heating.
- Never use generators indoors.
- If your carbon monoxide alarm sounds go outside immediately and call **911**.

## Small steps to safety.

Winter walking means icy sidewalks, snowy paths and more. There are several steps you can take to enjoy a safe season:

- Avoid distractions from your phone or other hand-held device.
- Avoid shortcuts and snow-covered areas. Always aim for cleared sidewalks, paths and parking areas.
- Use caution when stepping from one level to another.
- Wear anti-slip footwear.
- Take small steps when slippery surfaces can't be avoided.
- Use handrails and guiderails.
- Maintain three points of contact whenever possible.



## When is it time for a new heating system?

If your furnace or boiler is more than 15 years old it may be time for an upgrade. National Grid offers great rebates on a variety of heating solutions that can make your whole room comfortable.

### Signs your system may need replacing include:

- Equipment needs frequent repairs
- Energy bills are going up
- Uneven heating
- Humidity problems
- Excessive dust and/or system noise
- Annual Fuel Utilization Rate (AFUE) is lower than 82 percent for a steam boiler, less than 85 percent for a hot water boiler, or beneath 90 percent for a furnace

Learn more at:  
[ngrid.com/nyc-ee](http://ngrid.com/nyc-ee) or  
call **1-877-316-9491**.

For Brooklyn, Queens and Staten Island residential gas heating customers of National Grid. Restrictions apply. Offers are subject to change without notice.

## Payment options available.

Whether you choose to pay your bill in person or you want to skip lines and pay online the choice is yours – simply visit [nationalgridus.com](http://nationalgridus.com).

## Assistance with your bill is available.

Having difficulties paying utility bills this winter? HeartShare Human Services of New York may be able to assist. Eligibility is based on NYS Home Energy Assistance Program\* guidelines. The program, administered by HeartShare, is designed to provide limited financial assistance to households in New York State. More information can be found at [mybenefits.ny.gov](http://mybenefits.ny.gov), calling the NYC HEAP hotline at **1-800-692-0557**, or HeartShare at **1-718-422-4207**.

*HEAP is a federally funded program available to assist income-eligible customers in paying their heating bills. Please do not send bill payments to any of these programs.*

## Check out our enhanced website.

National Grid customers across our service area are seeing a new search bar, improved navigation, and language translation services on our site.

The site features:

- Quick, easy payments (mobile payments through the National Grid app at iTunes and Google Play)
- Personalized energy usage and tracking
- Enhanced site search
- Multi-language support
- Quick storm and emergency notifications



If you've used the site in the past all of your information is still accessible – including payment plans, past usage details and more. Visit [nationalgridus.com](http://nationalgridus.com) today.

## Remember to clear snow and ice from meters.

Winter weather can result in the buildup of snow and ice on your meter. Please consider adding the following to your winter safety checklist:

- Clear snow and ice around gas meters.
- Mark meter if located near snowplow path.
- Remove icicles on overhangs that could fall and damage meter and pipes.



## Keep current with Third Party Notification.

Customers can designate a relative, trusted friend or an agency to be a caregiver and receive copies of notices should an account become overdue. Visit [nationalgridus.com](http://nationalgridus.com).

## Manage energy bills with Balanced Billing.

With new delivery rates scheduled to take effect January 1, National Grid's Balanced Billing program can help you manage your budget as energy bills are spread evenly over the course of the year. To qualify your account must be current with no outstanding balance. For help managing bills visit [ngrid.com/billhelp](http://ngrid.com/billhelp).

## Fueling runners at Brooklyn Greenway

National Grid employees supported runners participating in half marathon and 5K events at the Brooklyn Greenway Initiative by charging phones. When complete the 14-mile landscaped route will create the perfect path from Green Point to Bay Ridge. Learn more at [brooklyngreenway.org](http://brooklyngreenway.org).

### In our community



### 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.



### Smell gas. Act fast.

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