

# WeConnect

Energy news for our gas customers in New York City



Pay your bill, report outages, and find safety tips with our app.

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

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

## Your safety is our top priority.

Smell gas. Act fast. Even with the industry's safety record, a gas leak caused by damage to a pipeline poses a hazard. That's why we want you to know the signs of a gas leak and what to do if you detect a leak.

**Indoors:** If you smell gas (similar to the smell of rotten eggs), take action. Do not use the telephone, do not turn on light switches, appliances or any electrical equipment. All occupants (including pets) should leave the house immediately.

**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.

When in a safe area, call **911** or our gas emergency line at **1-718-643-4050**. Never assume someone else will make the call.



## Avoid overloading your gas meter.

Have you added a pool heater or large appliance at your home after you had a gas meter installed? If so, contact us to make sure your meter can handle the extra gas that's needed. Not having the right size meter could result in poor pressure, and could pose a safety hazard. Please call **1-718-643-4050** to arrange an inspection.

## Call 811 before you dig.



Anytime you plan landscaping, call **811** before you dig. It's a free service and it's the law. After you place a call, representatives survey the area and mark any existing utilities like natural gas pipelines, keeping the system safe from harm. 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 lines. Local municipalities have right-of-way maps on file.



## Easily enroll in paperless billing.

For an easy way to pay your bill and to cut down on your carbon footprint, visit [nationalgridus.com](http://nationalgridus.com) and click on the green "Pay My Bill" button or download our mobile app. Find the app by searching for National Grid on iTunes and Google Play stores.



# Be mindful of heat stress.

Heat stress causes the body's temperature to rise and strains the heart and blood vessels. The risk increases when temperatures stay at or above 90° for several days combined with high humidity.

**Avoid heat stress by:**

- Drinking water and clear liquids.
- Eating a well-balanced diet.
- Taking a cool shower or bath.
- Wearing light, loose-fitting clothing and a sun hat.
- Visiting air conditioned buildings.



## Keep tools away from gas meters.

Please be cautious and keep power tools and lawn mowers away from gas meters, piping and valves. If you come into contact with any piece of gas equipment, call us immediately at **911** or **1-718-643-4050**.

# Know the signs and protect yourself from scams.

Utility billing and payment scams are resurfacing. Scammers have become increasingly sophisticated in replicating our recorded messages, making it more difficult to identify an imposter's call. If you feel you have fallen to a scam immediately contact our customer service center at **1-718-643-4050** and call local law enforcement.

**The call is a scam if:**

- You are threatened with immediate service termination (this is NOT our procedure).
- The caller seeks payment when you are current on your account.
- The caller does not know your account number and is fishing for personal or financial information.
- The caller demands immediate payment by wire transfer, Green Dot Money-Pak or any other prepaid card.
- The caller is someone you cannot identify.



## Tougher penalties help protect utility workers.

New York State has new laws in place to help better protect our field workers who face a number of challenges. Now, any action by a member of the public that prevents a utility worker from performing their job, or causes the worker physical injury, is considered a felony.

# Volunteers spruce up Springfield Park.

Nearly 40 volunteers participated in Earth Day activities at Springfield Park. Our employees weeded, trimmed back brush, raked leaves, collected litter and cleaned up sweetgum seed pods at the 23-acre community space in Queens. Springfield-area representatives City Council Member Donovan Richards and State Senator Leroy Comrie thanked volunteers for their efforts. Visit [ournationalgrid.com](http://ournationalgrid.com) to learn more about this and other community efforts.



**Multi-family, apartment or business complex owners please post.**

**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**