

# WeConnect

Energy news for our gas customers in New York City



**Smell gas. Act fast.**  
**Leave the area and call 911.**

**Visit [nationalgridus.com](http://nationalgridus.com)**  
**for more safety tips.**

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

## Protect yourself from carbon monoxide.

Fall is a good time to pay attention to potential sources of carbon monoxide around your home. CO is a highly poisonous gas that is colorless, odorless and tasteless, but you can protect yourself from CO by doing the following:

- Schedule a heating system check with a licensed master plumber.
- Check chimneys and flues for debris, bird nests or other blockages.
- Never use a gas range for heating.
- Never burn coal or charcoal in an enclosed space.
- Install carbon monoxide detectors on every level of your home.
- If your CO alarm sounds, go outside immediately and call **911**.
- Do not return until the cause of the CO is found.
- Never use generators in enclosed or partially enclosed areas.



### Symptoms

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

## Keep costs steady with Balanced Billing.

Spread your billing costs evenly throughout the year with Balanced Billing. You still pay for the amount of energy used annually, but your use is divided by 12 months to determine your monthly payment.

With Balanced Billing you get the same convenient payment options, including automatic payment. To qualify your account must be current with no overdue balance.

Visit **[nationalgridus.com](http://nationalgridus.com)** to enroll.



## TTY service available.

TTY users can contact us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will connect you with National Grid's Customer Service.

## Programs help you navigate through change.

National Grid customers age 62 or over, or those with a disability, are eligible to be a Star Customer which provides services and protection should the need arise. Call **1-718-403-2171** for more information.

# We're mobile when you are.

When you're mobile you can use your smart phone to:

- Make a one-time payment.
- Find the nearest location to pay in person.
- Contact our emergency departments.
- Access safety tips.
- Access contact information.

Visit **[nationalgridus.com](http://nationalgridus.com)** on your mobile browser or download our app from iTunes and Google Play stores.



## Save time and go automatic with DirectPay.

DirectPay allows you to pay your bill automatically from a bank account, taking some time off of your to-do schedule. For a complete list of payment options, visit **[nationalgridus.com](http://nationalgridus.com)** and click on the green "pay bill" button.

## Rebates bring savings in more ways than one.

A high-efficiency natural gas water heater can save you up to 30 percent on your energy bill as well as help the environment. Our available rebates of up to \$400 can help "green-up" your wallet as well. Visit **[nationalgridus.com](http://nationalgridus.com)** to see a list of qualifying equipment, to download rebate forms, and for more energy saving tips. *To qualify, rebate forms must be submitted by Dec. 31, 2017.*

## Important reminders about meters.

### Never hang items from gas pipes.

Never hang clothing or other items from gas pipes. Doing so could add weight to the pipes, and could weaken or break joints or fittings, causing a gas leak.

### A shared meter is illegal.

Call customer service at **1-718-643-4050** if you suspect a "shared meter." A shared meter is illegal and building owners can pay large fines. Tenants should only pay for gas that is provided to their apartment or area under their control.

### Clear path to the meter.

Please help keep our technicians safe when they are visiting your property. That includes making sure there is a clear path to your natural gas meter.

## Building a better backpack for students.

In time for the start of a new school year, National Grid employees in Metrotech, Canarsie, Greenpoint, Springfield and Staten Island, supplied essentials to the United Way of New York City's Back to School Drive. Focused on assisting elementary students in need, the agency's ReadNYC aims to help grade school students improve reading levels by third grade. Visit **[ournationalgrid.com](http://ournationalgrid.com)** for more on this and other community efforts.

In our community



### 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**