

# WeConnect

Energy news for our gas customers in New York City



Visit [nationalgridus.com](http://nationalgridus.com) for safety tips on water heaters and more.

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

## Managing your bill



National Grid has options available when it comes to paying your utility bill that can even out your monthly balance, give you assistance as needed, or simply give you more time.

### ***Spread costs evenly with Balanced Billing.***

Balance payments evenly throughout the year with Balanced Billing. You still pay for the same amount of energy, 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.

### ***Payment assistance eases strain of energy costs.***

#### *Neighborhood Heating Fund*

Covering Brooklyn, Queens and Staten Island, this program runs December through March is available for families that meet New York State HEAP income guidelines. Funds are granted on a first-come, first-serve basis. Call **1-718-422-4207** for an application.

#### *Residential Reduced Rate*

Customers who qualify can get a reduction on the gas delivery charge portion of their bill. You must be a National Grid customer receiving other benefits like HEAP, Medicaid, Food Stamps, Supplemental Security Income, or similar assistance. Call **1-718-643-4050** to apply.

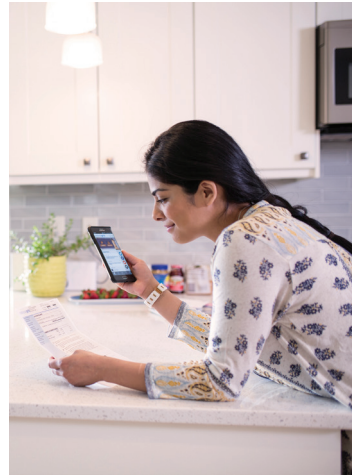
#### *Consumer Advocates*

Our New York City-area Consumer Advocates assist low-income, payment-challenged, and special needs customers meet home energy needs by discussing available programs and services. Call **1-718-643-4050** to find an advocate in your area.

### ***If you need more time, we have a plan.***

Can't pay your bill on time? Our collection agreement and our payment agreement can allow you more time to pay your utility bill.

Visit [nationalgridus.com](http://nationalgridus.com) to explore payment plans, extensions and related services.



## Safety



### Smell gas. Act fast.

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 (including pets) should leave the house immediately.

If you smell gas outdoors, and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak.

Once you are in a safe area, call **911** or our gas emergency number **1-718-643-4050**. Never assume someone else will call.





# Be ready no matter the elements.

A storm kit can keep you safe no matter the weather. Be sure to include:

- Flashlight and fresh batteries
- Battery-powered radio
- Extra food, water and a manual can opener
- Sanitation and personal hygiene items
- Extra blankets and warm clothing

Check to see if your carbon monoxide detectors are working properly. We recommend alarms marked with UL 2034 be placed on every level of your home.



## Energy Efficiency



# Save in more ways than one with a Wi-Fi thermostat.

Lower your energy bill by up to \$180 per year with the use of a Wi-Fi enabled thermostat. A Wi-Fi model allows you to control your home's temperature when you are away from home or asleep simply by using your smartphone, laptop or tablet. And, if you mail in a rebate form or apply online by Dec. 31, 2017, you can take advantage of a \$75 rebate offered by National Grid. Visit [ngrid.com/save](http://ngrid.com/save) to learn more.



# Tougher penalties help protect utility workers.

The State of New York has laws in place to better protect our field workers who face a number of challenges. 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.

# For faster service keep pets in check.

In an attempt to keep our employees safe, we ask that you properly restrain your pets prior to our arrival. Failure to do so could delay our ability to complete the service order.

## In our community



# Hats off (and on) for Veterans.

Specially designed camouflage hard hats were the star of a fundraising initiative which raised more than \$12,000 for the American Legion and Services for the Underserved in Park Slope. The Veterans Employee Resource Group sold more than 570 hats. The sale, along with a donation from National Grid, gives added boost to veterans organizations who target those in need. Visit [ournationalgrid.com](http://ournationalgrid.com) to learn about more community efforts.



# Helping out is part of the job.

Thank you to more than 300 National Grid employees for traveling to North Carolina and Florida, supporting Duke Energy and Tampa Electric with hurricane restoration efforts. We are proud to provide mutual aid to those in need and thank employees and their families for continued support.

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**