

# WeConnect

Energy news for our gas customers in New York City



Stay safe. Please adhere to traffic restrictions in work zones.

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

Customer Service  
**1-718-643-4050**  
[www.nationalgridus.com](http://www.nationalgridus.com)

## Managing your bill



### Payment assistance is available.

Income-eligible customers of National Grid may qualify for a reduction in the "gas delivery cost" on the bill. You may qualify for the Energy Affordability program if you receive one or more of the following:

- Child Health Plus
- Food Stamps (SNAP)
- Home Energy Assistance Program (HEAP)
- Medicaid
- Safety Net Assistance – Public Assistance
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (Family Assistance)
- Veteran's Disability Pension
- Veteran's Surviving Spouse Pension

Make payments online or on the National Grid app, available at **iTunes** or **Google Play**

Check out our **Balanced Billing** plan which spreads costs into 12 balanced monthly payments. *(Account must be current with no outstanding charges. Visit [nationalgridus.com](http://nationalgridus.com) for more.)*

### Choose your supplier with NaturalChoice<sup>SM</sup>.

Residential and business customers can choose a natural gas supplier (or energy service company) with NaturalChoice<sup>SM</sup>. No matter the choice, National Grid will handle the transfer, maintain the local gas distribution network, and be available 24 hours a day to respond to gas safety emergencies. Visit the "Your Supplier Options" page at [nationalgridus.com](http://nationalgridus.com) to learn more.

### Hablamos su idioma.

National Grid se complace en ofrecerle los mensajes de las facturas y otras comunicaciones en español. Llámenos al **1-800-930-5003** para escoger esta opción gratis. Usted puede hablar también con un representante Hispano o utilizar nuestros servicios automatizados de teléfono, que están también disponibles en español. Visite nuestro sitio Web de Español [nationalgridus.com](http://nationalgridus.com) seleccione español.



## Safety



### Act fast in a gas emergency.

Gas leaks are often recognized by:



**SMELL:** Since natural gas is odorless, a pungent odorant similar to rotten eggs is added so you can detect it fast.



**SIGHT:** Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. Vegetation in the area may also appear to be dying.



**SOUND:** You may hear an unusual noise like roaring, hissing or whistling.

If you smell gas, leave the area and call **911** or **1-718-643-4050**. Never assume someone else will call.





## Don't wait to report energy theft.

Energy theft, tampering or bypassing meters or piping, puts lives in danger and threatens public safety. If you have information about energy theft, call us at **1-718-643-4050**. Calls are confidential.

## Protect yourself from carbon monoxide.

You can protect yourself from carbon monoxide (CO) by installing CO alarms on each level of your home. We recommend alarms marked with UL certification (UL 2034). Test the detector periodically to make sure it is working and replace batteries often.



## Be mindful with spring projects.

Before you spring ahead with any home improvement or landscaping plans involving digging, be sure to call **811** in advance so underground utility lines can be marked. It's a free service and it's the law.



Planting a tree can reduce your energy bill. To provide shade in the summer, but maintain the sun's warmth in winter, plant deciduous trees that shed leaves on the south and east sides of your home like maples, oaks, birch, locusts, and lindens. For the correct tree for your area, visit **nationalgridus.com** or call your local nursery.



## No identification? Don't let them in.

National Grid employees and contractors are required to carry a photo ID featuring a company logo. Without the proper ID, do not let them in. Contact customer service at **1-718-643-4050**, or **911** if you feel you are in immediate danger.

## Energy efficiency



## Lower the temperature to save energy.

You can save energy – and prevent scalding – by lowering the water heater temperature to 120 degrees. Also, the average water heater only lasts 10 to 15 years. Consider upgrading to an ENERGY STAR®-qualified appliance.



## Save green with a Wi-Fi thermostat.

Control your home's temperature with your smartphone, tablet or laptop. Wi-Fi thermostats allow you to adjust temperature settings when you're away. The device can also help lower your energy bill by up to \$180 per year. Visit **ngrid.com/save** for more information.

## In our community



## National Grid and Red Cross partner to keep homes safe.

Nearly 30 National Grid employees volunteered with the American Red Cross for the Home Fire Campaign. Our employees installed 129 life-saving 10-year battery smoke alarms while educating families in New York City and Long Island about home fire safety. Since launching in 2014, this program has saved more than 300 lives.



### 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**