

WeConnect

Energy news for our gas customers in New York City



NEW Customer Service phone hours start in October.

Monday-Friday, 8 am-8 pm
Saturday 9 am-5 pm
(moving and collections only).

Gas emergency available 24/7.

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

Customer Service
1-718-643-4050
www.nationalgridus.com

Managing your bill



Ways to make a payment.

With so many different and convenient ways to pay, National Grid will no longer include postage-paid return envelopes in our bills starting in November. To pay your bill you can:

Go Paperless & Pay Online – Securely receive and pay your bill electronically, and earn a paperless bill credit that adds up to nearly \$5 per year. We highly recommend this option. You'll receive your National Grid bill by email and have convenient access to download or print statements (current or past). You can even schedule automatic payments from your bank account. To sign up, visit ngrid.com/enroll.

Other options include:

Use the National Grid app, available on **iTunes** or **Google Play**.

Pay in person at National Grid walk-in payment centers or at thousands of Western Union locations – free of service charges. See ngrid.com/visit for a list of locations.

Pay by bank by asking your bank if they offer this service.

Pay by phone at **1-718-643-4050**.

You can still pay via US mail, but you'll just need to add a stamp to the envelope before mailing.



Various programs help you manage costs.

As we head into another winter season, here are some programs and solutions to help you manage costs:

Balanced Billing spreads costs evenly and is adjusted every four months to remove peaks and valleys from your bill. You still pay the same amount as if you weren't on the plan. To qualify your account must be current. Visit ngrid.com/balancemybill to learn more.

Neighborhood Heating Fund covers customers in Brooklyn, Queens and Staten Island who meet New York State HEAP guidelines. The program runs December through March. Contact: **1-718-422-4207**

Energy Affordability Program provides a reduced rate on gas delivery for customers who receive HEAP, Medicaid, Food Stamps, Supplemental Security Income, or similar assistance. Contact: **1-718-643-4050**

Consumer Advocates connect customers experiencing financial hardship to programs and services that help income-eligible customers lower their energy costs. Contact: **1-718-643-4050**

Collection and Payment Agreements may give you more time to pay through payment plans, extensions and related services. Contact: nationalgridus.com



Shared meters are illegal.

Call us 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 the gas that is provided to their apartment or areas under their control.



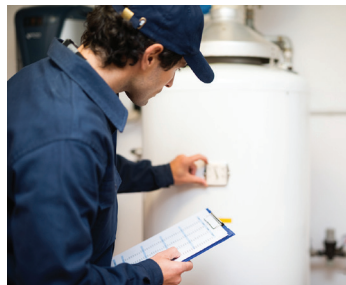


Avoid carbon monoxide poisoning with these steps.

Carbon monoxide (CO) is a highly poisonous gas that is colorless, odorless and tasteless.

To protect yourself:

- 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 CO 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.



Smell gas. Act fast.

Gas leaks are recognized by:



Smell – A pungent odorant, similar to rotten eggs, is added to natural gas so you can detect it fast.



Sight – Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. Plants in the area of a leak may appear to be dying.



Sound – Unusual noises – roaring, hissing, whistling – may be heard.

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

Call us several days in advance before major renovations.

Planning major renovations to your home? If so, ensure your safety. Contact us at **1-718-643-4050** weeks in advance so we can temporarily disconnect your gas service. Any major addition or demolition on your property could disrupt your natural gas service lines and/or meter.



Always, before you or a contractor plans any digging, call 811 first. It's a free service and it's the law.

Cameras help contractors determine cause of sewer blockage.

Have a sewer blockage? If so, your contractor should inspect the line with a camera. If a contractor confirms a gas line blockage of your pipes, known as a cross bore, contact National Grid at **1-877-370-5047**. While unusual, if our gas line has caused a sewer blockage, we will safely remove the line and repair the sewer pipe at no charge.

Energy efficiency



A Wi-Fi thermostat could lead to savings.

You can lower your energy bill up to \$180 per year with the use of a Wi-Fi enabled thermostat. With Wi-Fi models, you can control your home's temperature when you're away simply by using your smartphone, laptop or tablet. And, if you mail in a rebate form by Dec. 31, 2018, you can take advantage of a \$75 rebate from National Grid. Visit **ngrid.com/save** to learn more.

In our community



Employees spruce-up community gardens.

Employees weeded gardens, painted benches and tables, and removed debris at the Tilden Rogers Veronica Place Community Garden in Brooklyn, and at the Malcolm X Community Garden in Corona, Queens. The gardens bring residents together in an effort to grow vegetables and flowers in an urban setting.



Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at nationalgridus.com

Vea el enlace «seleccionar idioma» en nationalgridus.com
Voir le lien «sélectionner la langue» sur nationalgridus.com
Vedere il collegamento "seleziona lingua" su nationalgridus.com



Smell gas. Act fast.

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

Ver a ligação "selecionar língua" em nationalgridus.com
См. ссылку "Выбрать язык" на сайте nationalgridus.com
Xem liên kết "lựa chọn ngôn ngữ" tại nationalgridus.com