

Energy news for our gas customers in New York City

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WeConnect

Winter
2019



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

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

Your bill ►

Home Energy Assistance Program

HEAP assists income-eligible customers with winter heating bills.

For more information visit access.nyc.gov

Energy Affordability Program

Customers who apply for and receive HEAP receive an automatic credit on their bill through EAP. You may also qualify if you receive:

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

For more information email EAPNY@nationalgrid.com

Your safety tip ►

Lower your water heater temperature to 120° to prevent scalding.

Balanced Billing

Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments.

Energy savings programs

Enjoy rebates on efficient heating equipment, thermostats, and more.



Payment assistance and more time to pay

Keep your services up and running during difficult times.

For information

Visit ngrid.com/winterbills to learn more.

The **Neighborhood Heating Fund**, administered by HeartShare Human Services of New York, may be able to assist if you are having difficulty paying your utility bill. Eligibility is based on NYS Home Energy Assistance Program (HEAP) guidelines. Grants are administered first come, first serve, beginning Feb. 4 until exhausted. Visit heartshare.org and select programs.

Keep accounts in check

Designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

1-718-643-4050

From our Customer Contact Center

We're making changes to the automated telephone answering system to improve your call experience. Features include a new order of service options, faster account recognition (when you call from a number on file with us) and easier self-service options.



Winter safety check list



Install carbon monoxide (CO) alarms on each level of your home. CO poisoning is more prevalent in winter.



Know the signs of CO poisoning: flu-like symptoms, headache, dizziness, weakness, sleepiness, nausea, chest tightness.

Alarms add safety and protection year round

Detectors keep you safe. It's important to note the differences:

- A smoke alarm senses smoke indicating a fire.
- A carbon monoxide detector sounds when CO is present.
- A residential methane detector (RMD) signals when methane is in the air, a sign of a gas leak.

Follow manufacturer's instructions for installation and proper placement.



Learn more about clean energy

Visit ngrid.com/80x50 to view National Grid's proposed pathway to meet standards by 2050.



Supporting Puerto Rico

National Grid continues to support those affected by Hurricane Maria in Puerto Rico. This fall National Grid donated \$25,000 worth of computers, and much-needed upgrades to the lab at University Gardens High School, located in San Juan. The donation supports the school's award-winning robotics and mentoring program.



Ribbon Cutting Ceremony of the new STEM lab at the University Gardens High School, San Juan, Puerto Rico.

Save on heating

High-efficiency boilers and furnaces can save up to 30% on heating costs, and the newest gas water heaters can save up to 50% more energy than traditional, non-energy efficient models.



Upgrade heating when:

- System is 15 years old+
- Frequent repairs are needed
- Rooms are too hot/cold
- Excessive humidity/dust
- System is noisy
- System uses continuous pilot light
- The Annual Fuel Utilization Efficiency rating is lower than:
 - 82% (steam boiler)
 - 85% (water boiler)
 - 90% (furnace)

Visit ngrid.com/save to learn more.

Find instant savings at our online marketplace



We're making it easier to connect with the energy solutions that are important to you—right from your laptop or mobile device. National Grid's Marketplace is a one-stop shop for exploring and purchasing energy efficient products, receiving instant rebates, and enrolling in programs to help you save energy at home.

Visit ngrid.com/shop

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
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

Smell gas. Act fast.

Gas Emergency?

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