

Energy news for
our gas customers
in New York City

Spring
2019

Connect with us on



nationalgrid

WeConnect

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

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

Your safety tips ▶

Energy theft

Tampering or bypassing meters or piping puts lives in danger and threatens public safety. If you have information, call **1-800-322-2234**. Calls are confidential.



Reminder:

Our employees and contractors carry photo identification cards. Without the proper ID, don't let them in.



Restrain pets

To keep pets and our workforce safe, please restrain pets prior to arrival. Failure to do so could result in a delay of service.

Your bill ▶

Easy online payments

Visit us online or use the National Grid app, available at iTunes or Google Play.

Budget Plan

Avoid highs and lows and spread projected annual energy costs into 12 predictable monthly payments.

ngrid.com/nycbillpay

A guide to springing forward



Digging up the landscape? Call **811** several days in advance before beginning any work. It's free and it's the law.



Plant trees to reduce your energy bill. Create shade in summer by planting trees that shed leaves on the south and east sides of your home.



As construction projects increase this spring be cautious. Follow traffic restrictions in work zones.



Guard against carbon monoxide

Install carbon monoxide (CO) detectors on each level of your home. Test the detector regularly and replace batteries at least once a year.

CO poisoning symptoms



Feels like the flu; headache, dizziness, weakness, sleepiness, nausea, chest tightness.

IF you suspect CO exposure

- ▶ go outside immediately
- ▶ call **911** or **1-718-643-4050**

Energy Affordability Program

Visit ngrid.com/assist to see if you qualify for a monthly EAP credit on your bill.

Go paperless

Paperless billing customers – we've made improvements to make bill pay easier. Not on paperless billing? There's never been a better time to enroll.

ngrid.com/enroll

Consumer advocates are available to assist income eligible and vulnerable customers facing financial hardship. Call **1-631-348-6100** and ask to have a consumer advocate contact you.

Help available for landlords

Our Leave on for Landlord program allows for continued service between tenants and automatic notification when renters move out. It's easy to get started!

Visit ngrid.com/ny-landlord to enroll today.



Moving? Call us first.

Contact Customer Service at **1-718-643-4050** at least five days before moving so that we can schedule a technician to visit your home. You must be prepared to provide access to your meter. Doing so ensures you will get an accurate final bill and you won't be billed for service beyond the date of your responsibility.

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 seleccione español.



You may choose a natural gas supplier

The NaturalChoiceSM Program gives qualifying residential and business customers the power to choose their natural gas supplier (energy services company). No matter who you choose as your supplier, we will maintain the local gas distribution network, and are available 24/7 for gas emergencies. ngrid.com/nycsupplieroptions



Upgrade and save

The average water heater lasts approximately 10 to 15 years. Consider upgrading to an ENERGY STAR[®] – qualified appliance.

Adjust home settings with a Wi-Fi thermostat

With a Wi-Fi-enabled thermostat, your home's temperature can change with the weather. Use a smartphone, tablet or laptop to adjust settings, and lowering the device can trim your energy bill up to \$180 per year.

Visit our Marketplace and get a \$75 instant rebate. ngrid.com/shop



Teaming up for the future of energy



View video of event

National Grid sponsored the first day of the American Association of Blacks in Energy Hackathon. Teams held intense, focused discussions, or "hacks," as they attempted to design solutions to a range of energy issues. Visit bit.ly/2TIsiWg for a video of the hackathon.



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

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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