

Energy news for
our gas customers
in New York City

Summer
2019

Connect with us on



nationalgrid

WeConnect

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

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

Our Customer Service Office is now at 345 Jay Street. Hours are: 8:15 am – 5 pm Monday – Friday.

Follow these tips for a safe summer

Inspect customer-owned gas lines

Contact a licensed master plumber in your area to complete a safety inspection of customer-owned gas lines. Lines begin at the outlet of a gas meter, extend either above or below the ground, and are connected to outside lighting, pool and hot tub heaters, barbecues or appliances.

- ▶ Call **1-718-643-4050** if you added a pool heater or large appliance like a stove after a gas meter installation. Not having the right size meter could result in poor pressure and is a safety hazard.
- ▶ Call **911** or **1-718-643-4050** if you come into contact with gas meters, piping, or valves. Always keep power tools and lawn mowers away from gas systems.

Seek repairs after flooding

Floodwaters can cause permanent damage. Seek professional repairs to make sure appliances are safe to operate.



Call **811** at least two business days prior to the start of any project involving digging.



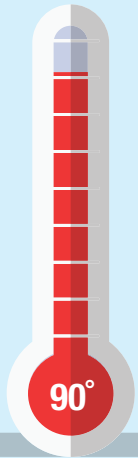
Reminder: Keep pets and our workers safe by restraining pets prior to our arrival. Failure to do so could result in a delay of service.



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

Combat heat stroke

The risk for heat stroke increases when temperatures stay at or above 90° for several days combined with high humidity.



Drink water/
clear fluids



Avoid
alcohol



Eat a
well-balanced
diet



Wear light, loose-
fitting clothing and
a sun hat



Take a cool
shower/bath



Seek shade



Visit
air-conditioned
buildings



Avoid the hottest
part of the day,
11 am - 3 pm

Your bill ►



Balanced Billing

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

ngrid.com/balancemybill



TTY service available

Deaf, hard-of-hearing, and speech-impaired customers looking for assistance can call **711** on a compatible TTY device. Provide our customer service number **1-718-643-4050** to connect with us.

New natural gas delivery rates proposed for April 2020

To continue to meet our customers' energy needs, we filed a proposal on April 30 for new natural gas delivery* rates in New York City with the New York State Public Service Commission (PSC) effective April 1, 2020. For the rest of 2019 and through March 31, 2020, current delivery rates will stay in place.

This proposal will allow us to continue investing to make our natural gas networks safer and more reliable, move toward a cleaner energy future, and improve service to our 1.26 million customers in Brooklyn, Staten Island and parts of Queens.

Our proposal will undergo a thorough review by the NYS Department of Public Service and other interested parties. The process typically takes 11 months.

Visit ngrid.com/nycratefiling for more information.

*Delivery rates cover our costs to operate, maintain and modernize our gas networks and are fixed by regulatory rate agreements.



Payment assistance program

National Grid customers age 62 and over, or those with a disability, are eligible to be a Star Customer. When you become a Star Customer, you are entitled to special services and protections should an outage or another special need arise. Call **1-718-403-2171** for more information.

Get cool savings with a smart thermostat

During the summer months a smart thermostat can help you save an average of 15% on cooling costs. With smart thermostat apps, you can change the temperature anywhere, anytime.

Save \$75 instantly when you buy a smart thermostat on our online Marketplace:
ngrid.com/shop

Savings will vary significantly from home to home. Data based on 500 kWh monthly residential usage at 15 cents per kWh per month.



Making an impact in honor of Earth Day

As part of our community commitment, 75 employees readied Brooklyn's Prospect Park for the season by sanding and painting park fences and benches, weeding, pruning, and cleaning tree beds. New York State Senator Kevin Parker (right) honored volunteers for their commitment to stewardship. Visit prospectpark.org to learn more.



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