

nationalgrid

weconnect

Energy news for our gas customers in New York City

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

Customer Service
1-718-643-4050

ngrid.com |    

winter 2020

Be Ready for Winter!

We have useful tips and programs to help you reduce your natural gas use and save.

With the cold winter months upon us, we want to ensure that you have the information you need to enjoy safe, uninterrupted access to natural gas.

While we're pleased to have secured new short-term natural gas supplies for this winter, during extremely cold days the demand for natural gas is at its highest, and may come close to the amount our system can provide. That's why conserving natural gas is so important. You can help lower the demand on our system and save at the same time!

At National Grid we're here to help. We offer a variety of conservation tips, energy efficiency incentives and rebates you can take advantage of to save. We also have billing and payment options to help you manage monthly energy costs.

Conserving natural gas is a great way to save energy and money and supports our primary responsibility and commitment to provide you with safe, reliable gas service this winter.



Winter saving and safety checklist

Energy Efficiency – Space heating can take up as much as 50% of your home's energy budget and water heating can take another 15%. New high efficiency equipment can save energy and money. Check out our new, enhanced rebates and discounts.

Conservation Tips – Making small changes in your daily activities can save energy and money. We have many no-cost/low-cost ways to help you save.

Help with Winter Bills – We have a Balanced Billing plan that spreads your annual gas costs into more manageable monthly payments. We also offer financial assistance programs for income-eligible customers.

Safety – When temperatures drop, and snow begins to fall, it's important to be aware of safety precautions to help keep you and your family safe. For safety tips, visit ngrid.com/safety.

To learn more, visit ngrid.com/winter

Payment assistance

Home Energy Assistance Program (HEAP)

HEAP assists income-eligible customers with winter heating bills.

Energy Affordability Program (EAP)

Customers who apply for and receive HEAP receive an automatic monthly 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), Veteran's Disability Pension, Temporary Assistance for Needy Families (Family Assistance), Veteran's Surviving Spouse Pension

Visit

**[otda.ny.gov/
programs/heap](https://otda.ny.gov/programs/heap)**

For more information, call
1-718-403-2216
or email EAPNY@nationalgrid.com



The 2020 census is coming soon.

April 1, 2020 is census day — an opportunity to get involved and to help shape the future of your community. For more information visit **www.ny.gov/programs/2020-census**



The Neighborhood Heating Fund can help.

Neighborhood Heating Fund is a Metro NY program administered by HeartShare Human Services that provides emergency financial assistance to National Grid HEAP eligible customers who have exhausted HEAP assistance. The program opens Feb. 4 until funds run out. Visit **ngrid.com/discount** and select "Grant Programs".



Carbon monoxide and methane detectors.

Two types of detectors can help you stay safe year-round. Carbon monoxide detectors sound the alarm when colorless, odorless CO is present. A residential methane detector signals when methane is in the air, a sign of a natural gas leak.



Shop for energy-saving products online.

Saving energy is easy when you shop online at the National Grid Marketplace. There you'll find instant rebates on smart thermostats, water saving devices and more. Visit **marketplace.nationalgridus.com**

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

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

Smell gas. Act fast. Gas Emergency?
call **911** or **1-718-643-4050**

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См. ссылку "Выбрать язык" на сайте ngrid.com
Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com