

summer 2020

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](http://ngrid.com) |    

## Our commitment to you.

The COVID-19 pandemic has changed our lives – and our communities – in new and unexpected ways. And while much remains uncertain, there is one thing you can count on: our commitment to you and your family.

If you are facing financial hardship and struggling to pay your bill, we can help. Assistance is available, even if you think you do not qualify. We'll work with you on flexible payment plans and arrangements and payment options. Call us at **1-718-643-4050**.

Our Consumer Advocates can provide additional support. Email **ConsumerAdvocatesNYC@nationalgrid.com** or call the phone number above for information.

Visit **[ngrid.com/covid-19](http://ngrid.com/covid-19)** for frequent updates.

## Thank you.

We salute healthcare workers, first responders and everyone on the front lines these past months, including our employee volunteers, for helping to keep our communities safe and strong.



## Take the guesswork out of monthly energy bills.

The Balanced Billing plan uses the amount you usually pay on your National Grid bills in a year and breaks that amount into 12 balanced monthly payments. You will still pay only for the total amount of energy you use in a year. Visit **[ngrid.com](http://ngrid.com)** and click on billing and payments.

## Customer service office update.

To protect our customers and employees during the ongoing COVID-19 pandemic, our walk-in payment centers remain closed until further notice. We offer a variety of convenient ways to pay your bill including:

- Online: Pay via bank account or credit card.
- By phone: Have your account number and credit card ready. \*fees may apply
- By U.S. Mail.
- At a Western Union location near you.

For details on payment options visit **[ngrid.com/billpay](http://ngrid.com/billpay)**

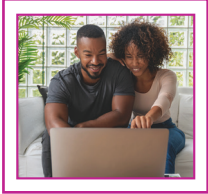
## Inspect customer-owned gas lines.

Contact a qualified contractor in your area to complete a safety inspection to check for leaks or corrosion if you have a customer-owned gas line for any of the following:

- Outside gas lighting
- Gas heaters for pools/hot tubs
- Natural gas barbecues
- Gas-fired generators
- Detached buildings with gas appliances



If an unsafe condition is found, have it repaired right away.



## Get security and peace of mind with paperless billing.

There's never been a better time to choose paperless billing. Enroll today for an easy, clutter-free way to view your monthly bill – from anywhere you access your inbox. No trips to the mailbox and no paper bills to handle. Learn more by visiting [ngrid.com/billpay](https://ngrid.com/billpay)



## Know the signs and symptoms of heat stress.

Be on the lookout for signs of heat stress when temperatures soar, especially when hot weather – at or above 90°F lasts for several days, combined with high humidity. Confusion, dizziness, fatigue and headache are some of the common symptoms.

Stay safe by:

- Wearing loose, lightweight clothing
- Taking cool showers or baths
- Seeking medical care right away if you have symptoms



## Create an online profile.

Register for online account access for an easy way to manage your energy bill and stay informed.

To get started, visit [ngrid.com/register](https://ngrid.com/register). You'll need your account number – which can be found on your printed bill.

### 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.



### Call 811 before you dig

Planning summer planting or digging projects? Have lines marked before starting any project. It's free – and it's the law. You can reach New York 811 by calling **811** or visiting [newyork-811.com](https://newyork-811.com)



Use less energy at home. Visit [ngrid.com/ee-tips](https://ngrid.com/ee-tips) to learn how.

**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](https://ngrid.com)**

Vea el enlace «seleccionar idioma» en [ngrid.com](https://ngrid.com)  
Voir le lien «sélectionner la langue» sur [ngrid.com](https://ngrid.com)  
Vedere il collegamento "seleziona lingua" su [ngrid.com](https://ngrid.com)

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

Ver a ligação "selecionar língua" em [ngrid.com](https://ngrid.com)  
См. ссылку "Выбрать язык" на сайте [ngrid.com](https://ngrid.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [ngrid.com](https://ngrid.com)