



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 2022

Outlook on higher winter bills.

Natural gas prices have risen worldwide in recent months due to increased global demand and lagging production.

We're here to help.

We recognize these are difficult times for many, especially for our customers who continue to face financial challenges brought on by the pandemic.

Whenever you're concerned about paying your energy bill, let us know. If you have fallen behind and cannot pay your bill in full, you may qualify for a deferred payment agreement that lets you pay the past-due balance over time.

Our tips and programs can help you reduce energy use and save.



Tips and assistance for managing winter energy usage

We are committed to helping you manage higher energy bills, and we have programs and services to help. Explore our programs, rebates, incentives, and conservation tips at the links below.

For additional resources:

Residential customers —
Visit ngrid.com/winter

Commercial customers —
Visit ngrid.com/heatinghelp



Carbon monoxide safety reminder.

Carbon monoxide poisoning can occur any time of year but is more common during cold weather. Causes could include a malfunctioning heating unit or fuel-burning appliance or woodstove, or a blocked chimney.

If you suspect carbon monoxide poisoning, go outside immediately and call **911** or our gas emergency number: **1-718-643-4050**.

Shared meters are illegal.

Please contact us if you suspect a shared meter. A shared meter is illegal and building owners can incur large fines. Tenants should only pay for the gas that is provided to their dwelling or areas under their control.

Stay alert to scams.



Scams can happen at any time. To protect yourself, always verify the identity of any person who contacts you claiming to represent National Grid. Learn more at ngrid.com/scam

Where to find assistance.

The **Home Energy Assistance Program (HEAP)** helps income-eligible customers with home heating bills. This year, supplemental benefits up to \$10,000 toward past-due balances are offered. Visit <https://otda.ny.gov/programs/heap> or call the NYC HEAP Infoline at **1-800-692-0557**.

Emergency HEAP provides added funding toward heating bills for eligible applicants. If you received a Regular HEAP grant and your service is at risk of disconnection, apply for Emergency HEAP by telephone.

Our **Energy Affordability Program (EAP)** provides a monthly bill discount. Enrollment is automatic when we receive a HEAP payment and continues for those who apply for HEAP annually. Visit ngrid.com/discount or call **1-718-403-2216**.

Neighborhood Heating Fund is a National Grid program administered by HeartShare Human Services of NY to help qualified households meet home heating needs. The program opens in February. Customers may apply once per year after they have received all HEAP assistance. For information on how to apply, call **1-718-422-4207**.

For added support, contact:
ConsumerAdvocacyNYC@nationalgrid.com
or **1-718-643-4050**.



Consider our Balanced Billing.

For predictable payments based on your usage, see if Balanced Billing is right for you. Visit ngrid.com

Hypothermia

Hypothermia occurs when the body's temperature drops below 95°. Keep an eye on infants, those with compromised immune systems, and the elderly.

Keep meters and vents clear of ice and snow.

Prevent a serious safety risk. Falling ice and heavy snow from a roof can damage meters, vents or service connections, resulting in a gas leak.



Gas safety tip

Never hang items from gas pipes. Doing so can weaken pipes and cause a hazard.



Operate your backup generator safely. Learn more at ngrid.com/generators

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?
911 or call **1-718-643-4050**

Ver a ligação "seleccionar língua" em ngrid.com
См. ссылку "Выбрать язык" на сайте ngrid.com
Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com

CM8645 (12/21) NYC-G