

spring 2022



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)



## We're here to help.

We understand these are uncertain times. The price of energy, in addition to the rising costs of other goods and services, continues to make headlines and cause concern.

We can help with solutions to manage your bills and energy use.

### Home Energy Assistance Program extended.

HEAP helps eligible customers with home heating bills. The Regular and Emergency HEAP season has been extended to April 29, 2022, or until funds run out. Also, a second HEAP Emergency benefit for heat and heat-related emergencies is now available. Learn more at <https://otda.ny.gov/programs/heap> or call the OTDA Heap Hotline at **1-800-342-3009**.

Whenever you're concerned about paying your energy bill, let us know. If you cannot pay your bill in full, you may be eligible to pay the past-due balance over time. See below for more ways we can help:



Visit [ngrid.com/heretohelp](http://ngrid.com/heretohelp)

## Choose your payment option.

To review options for paying your bill, visit [ngrid.com](http://ngrid.com) and select **Ways to Pay**. You'll find details on paperless billing, online billing, automated payments and more.



## Call 811 before you dig.

Spring means outdoor projects — such as planting shrubs or adding fencing, a pool or a deck. Whether doing it yourself or hiring a professional, always call 811 before digging to have underground lines marked. It's free, it's the law, and it could prevent loss of life, injury and property damage.

Call **811** or **1-800-272-4480** or visit [NewYork-811.com](http://NewYork-811.com)

# Is your gas meter due for inspection?

New York state requires us to inspect natural gas meters and associated piping. The no-cost inspections make sure your natural gas service is working properly and safely.

When you receive our meter inspection notice, please respond right away so we can schedule your convenient appointment time.

Our employees and contractors strictly adhere to safety protocols to keep everyone safe. They also carry photo identification cards. Please do not allow entry without seeing the proper ID. If you have concerns, call **911**.

# Stay connected with us.

Keeping your contact information updated with us helps us reach you in an emergency. To make sure we have your current email address on file, visit **ngrid.com** and click on **Sign In/Register**. Registering online is fast and easy – and lets you view your bill, set up automatic payments, receive a personalized energy savings plan and more.

# Account management made easy.

Whether you're a residential customer or a business owner with multiple accounts, our mobile- and desktop-friendly web portal makes it easy to:

- Unify your accounts into one dashboard
- Monitor your energy usage
- Pay your bill seamlessly

Learn more at **ngrid.com/simplifymyaccount**



**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



**ENERGY STAR®**  
certified products and appliances help you save energy without sacrificing performance. Learn more at **ngrid.com/ee-tips**



## Time for Balanced Billing?

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



Shop online for energy-saving products and instant rebates on smart thermostats, water-saving devices and more. Visit **ngrid.com/shop-nyc**



## Roadway safety.

Please stay alert to construction projects when driving. Follow work zone traffic restrictions.

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

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