

Spring 2023

weconnect

Energy news for our gas customers
in New York City



Assistance is available to help manage your energy bill

If the impact of rising prices on household expenses has you considering your options for assistance this spring, please remember we are here to help you manage your bill, save energy and access assistance if you need it.

► ngrid.com/heretohelp

Choose your payment option

We offer a number of convenient options to pay your bill including paperless. You'll find details on paperless billing, online billing, automated payments and more.

► ngrid.com select *Ways to Pay*

HEAP cooling assistance

The Home Energy Assistance Program (HEAP) cooling assistance benefit for eligible customers is scheduled to open May 1.

► <https://otda.ny.gov/programs/heap>
or visit access.nyc.gov

Explore our new

weconnect+

digital newsletter — packed with customer news and information, energy efficiency tips, videos and more! Scan the QR code to check it out.



We're here to help keep you safe.

Gas Emergency:

911 or 1-718-643-4050
24 hours a day, 7 days a week



► **Smell gas? Act fast.**

More Gas Safety Information:

► **Take steps to avoid carbon monoxide poisoning:**

- Have all heating equipment checked yearly by a professional
- Install at least one UL-listed CO detector in your home near bedrooms
- Never use a gas range for heating
- Never use a generator indoors

Customer Service:

1-718-643-4050



► Every National Grid employee and all contractors doing work for us carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in. If you feel you are in immediate danger, call **911**.

If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. Call **811** or **1-800-272-4480** or visit **NewYork-811.com**

Examples of private underground utility lines include:

- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing

► ngrid.com/gassafety

Energy-savings spotlight

Conserve water and lower your energy bills with water heater upgrades and low-flow showerheads.



You can also:

- Stop leaks to save gallons of water and reduce your bill
- Set water heater temperature at 120° F to prevent scalding

► ngrid.com/save

Choose the right tree

For cooling summer shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home.

Be sure to plant away from overhead lines. For help choosing the right tree for your area, check your local nursery.



Hablamos su idioma

National Grid se complace en ofrecerle los mensajes de las facturas y otras comunicaciones en español. Llámenos al **1-718-643-4050** para escoger esta opción gratis. Usted puede hablar también con un representante Hispano o utilizar nuestros servicios automatizados de teléfono, que están también disponibles en español.

► ngrid.com seleccione *español*

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.



State laws are in place to help protect utility workers while they are performing their job duties. Causing physical injury to, or assaulting, a utility worker is punishable by law, and penalties include potential jail time.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение. Пожалуйста,

попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.



Leading the way to a clean energy future

ngrid.com/fossilfree