

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



fall 2020

We're here to help now, and in the days ahead.

As the warmth of summer gives way to shorter days and cooler nights of autumn, the uncertainty from COVID-19 remains with us all.

If you have been financially impacted by the pandemic and are concerned about paying your National Grid bill, rest assured that solutions are available to help you.

All customers qualify for payment assistance

Our COVID-19 Payment Agreement allows you to spread your past due amount over 12 manageable monthly installments — with 0% down payment and no financial reporting.



To learn more, visit ngrid.com/billhelp or call us at **1-718-643-4050**.

See page 2 for more payment assistance options.

Manage monthly gas bills with Balanced Billing.



Our Balanced Billing program uses the amount you usually pay on your National Grid bill in a year and breaks that into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Visit ngrid.com and click on billing and payments to see if Balanced Billing is right for you.

Payment centers

For the safety of our customers and employees, our walk-in payment centers remain closed until further notice. Please visit our website for reopening updates. Thank you for your patience and understanding. For convenient ways to pay your bill visit ngrid.com/billpay

Direct Pay

Pay your bill automatically from your bank account with DirectPay. ngrid.com/autopay

Easily check to make sure you are on the right rate. ngrid.com/servicerates

Explore the Marketplace.

Explore affordable, energy-efficient products that will help you conserve energy while you're spending more time at home this winter. Instant rebates on water saving showerheads, smart thermostats, and more available for National Grid customers.

Visit: **ngrid.com/shop-nyc**



Special discounts on thermostats will be available during Black Friday.



Take steps to avoid carbon monoxide poisoning.

- Schedule a heating system checkup with a licensed master plumber.
- Be sure to check CO detectors to make sure they are working properly.
- If your detector sounds the alarm have everyone go outside immediately and call **911** or **1-718-643-4050**.



What to know about shared meters.

If you are a residential building tenant, you are not obligated to pay for gas service in any area outside your own dwelling unit. For more information about shared meter conditions, please call Customer Service.



Planning fall planting?

Call **811** or visit **newyork-811.com** to have underground lines marked before starting any digging project. It's a free service. And it's the law.

Where to find assistance.



Consumer Advocates

Our Consumer Advocates can provide additional support.



ConsumerAdvocacyNYC
@nationalgrid.com

or



1-718-643-4050
for more information.

HEAP and the Energy Affordability Program

The Home Energy Assistance Program (HEAP) helps income eligible customers with their home heating bills. HEAP typically opens in November. To learn more visit: **<https://otda.ny.gov/programs/heap/>** or call the OTDA HEAP Hotline at **1-800-342-3009**.

Enrollment in our Energy Affordability Program (EAP), which provides a monthly bill discount, is automatic with the receipt of a HEAP payment. The EAP discount continues for those that apply for HEAP annually.

To learn more visit: **ngrid.com/discount**

Never hang items from gas pipes. Doing so could weaken joints, causing a leak.

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 "selecionar língua" em ngrid.com

См. ссылку "Выбрать язык" на сайте ngrid.com

Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com