

Summer 2025

# weconnect

Energy news for our gas customers on Long Island and the Rockaway Peninsula

## We're here with solutions to help manage your energy bills

Whether you are looking for ways to reduce energy use or need to get back on track paying your bill this summer, we have programs and services that can help.

For customers who have a past-due balance, our new **Payment Assistance Bundle** combines helpful solutions to make it easier to manage energy costs and pay down a past-due amount over a 12-month period. Features include:

- A **Deferred Payment Agreement** that spreads your past-due balance into future monthly payments.
- **Automatic Monthly Payments** that are automatically deducted from your bank account each month, so you never miss a due date.
- Our **Budget Plan**, which breaks down your annual energy costs into balanced monthly payments, making it easier to budget and plan your expenses.

► [ngrid.com/hereforyou](https://ngrid.com/hereforyou)

## 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

► [ngrid.com/myaccount](https://ngrid.com/myaccount)

Customer Service:  
**1-800-930-5003**



### TTY service

For assistance or to report an emergency, deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

Gas Emergency:  
**911 or 1-800-490-0045**  
24 hours a day, 7 days a week



► Smell gas? Act fast.

### More Gas Safety Tips:

► Call **911** or our emergency number if you come into contact with gas meters, piping or valves. Always keep power tools and lawn mowers away from gas systems.

211: Support  
when you need it



Across the U.S., 24 hours a day, seven days a week, 211's Community Resource Specialists are ready to connect you with free or low-cost community support services. Call **211** or text your zip code to **898-211**.

# Your option to choose an energy supplier

The NaturalChoice<sup>SM</sup> Program gives qualifying residential and business customers the power to choose their natural gas supplier (energy services company). No matter who you choose as your supplier, we will maintain the local gas distribution network and are available 24/7 for gas emergencies.

► [ngrid.com/nycsupplieroptions](https://ngrid.com/nycsupplieroptions)

# Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated



# Energy-savings spotlight

Get instant discounts on select energy-saving products at a Home Depot or Lowe's store near you.

View our product lists and store locator to find the closest participating hardware store.

► [ngrid.com/li-gasheating](https://ngrid.com/li-gasheating)



# Summer cooling tip

If you have a ceiling fan, check the switch on the side of your fan to make sure it's spinning counterclockwise to help cool your home. Reverse the setting when colder weather returns, to push warm air downward and help with home heating.

# Special protections available for eligible households

If any residents in your household are blind and/or disabled, you may qualify for special protections.

For information on requesting designation as an Elderly, Blind and/or Disabled customer, please call us at **1-800-930-5003**.

# Keeping your gas lines safe

As a natural gas customer, it is your responsibility to maintain and let us know about any gas lines that begin at the outlet of the gas meter and extend either above or below ground on your property. Buried gas lines need special attention because they can corrode or leak if not properly maintained.

We recommend that you periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. If unsafe conditions are found, have the pipeline repaired immediately.



# Go paperless

Enjoy more convenience. You can view your bill anywhere you can access your inbox.

► [ngrid.com/paperless](https://ngrid.com/paperless)

# 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 hãy dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
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এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।  
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