

Fall 2025

weconnect

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

Prepare for colder weather ahead

Fall has officially arrived, which means now is the time to prepare your home to help you stay safe and comfortable during colder days ahead. Remember to check batteries in smoke and carbon monoxide alarms and be sure to explore our tips for saving energy, as well as programs and services to help manage winter energy bills.

► ngrid.com/hereforyou

Stay connected with us

Keeping your contact information updated helps us reach you in an emergency. To make sure we have your current email address and phone number on file, visit our website and click on **Sign In/Register** in the top right corner.

Creating an online account is fast and easy. You'll be able to view your bill online, set up automatic payments, receive a personalized energy savings plan and more.

► ngrid.com/myaccount

Manage your account on the go

Our improved app puts the power of convenience at your fingertips. You can now schedule a payment without leaving the app. Customers on a payment plan can track the status of any plans. Download the app today.

► ngrid.com/app

Customer Service:

1-800-930-5003



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 provided to their dwelling or areas under their control.

Smell gas? Act fast.

Gas Emergency:

911 or 1-800-490-0045

24 hours a day, 7 days a week



Gas Safety Tips:

- Take steps to avoid carbon monoxide poisoning:
 - Have all heating equipment checked yearly by a professional
 - Install at least one UL-listed carbon monoxide detector in your home near bedrooms
 - Never use a gas range for heating
 - Never use a generator indoors
- When renovating or performing fall yard cleanup, always keep your outside gas meter out of harm's way.

► ngrid.com/gassafety

Energy Affordability Program (EAP)

Our Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill discount that is automatic with receipt of a Home Energy Assistance payment and continues for those who apply for HEAP annually.

► ngrid.com/discount
or call **1-718-403-2216**

Easy Bill Viewing and Payment Options

We offer a number of convenient options to view and pay your bill including paperless billing, online billing, automated payments and more.

► ngrid.com
select **Ways to Pay**

Tips for paying your bill in person

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly.

Remember to bring your bill and keep your receipt.

► ngrid.com/libillpay

Please check and be sure you are being billed at the correct rate. Your rate code can be found on your bill below your account number.

► ngrid.com/servicerates

Seasonal savings tips

Whether you own or rent your home, there are steps you can take to help save energy and enhance comfort.

- Check for and close air leaks around windows and doors.
- Schedule heating system maintenance and change filters often.



- Check your thermostat settings to be sure they are changing with your schedule and the weather.

► ngrid.com/saveathome

Our Communities. Our Commitment.

From backpack giveaways to employee days of services, we are committed to our communities.



► ngrid.com/gridforgood

Manage monthly gas bills with the Budget Plan

For predictable monthly payments based on your usage, consider the Budget Plan. You pay only for the total amount of energy you use in a year.

► ngrid.com/hereforyou

Inspect natural gas pipes regularly

As a natural gas customer, you're responsible for maintaining all gas lines that begin at the outlet of the gas meter and extend above or below ground on your property. Used for outdoor appliances, generators and more, buried gas lines can corrode or leak if not properly maintained.

- Periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert.
- If unsafe conditions are found, have the pipeline repaired immediately.

► ngrid.com/gassafety

Stay alert to scams

Scams can happen at any time. To protect yourself, learn more.

► ngrid.com/scam

Watch for HEAP opening in November.

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。
ہماری بڑی خبر ہے۔
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
ಗೌರವದೊಂದಿಗೆ ಸಾರ್ವಜನಿಕವಾಗಿ ಹಂಚಲಾಗಿದೆ.
טעם: עקביות ואידיאלים