

Fall 2023

weconnect

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

Take time now to plan for colder weather



Handling the winter temperatures ahead requires planning and preparation, to keep your home comfortable and safe, while taking steps to save energy where you can to better control your costs.

When you need help to manage your bill, look into our options for extra support. We can also connect you to assistance from community support agencies.

► ngrid.com/heretohelp

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 and phone number on file, visit our website and click on **Sign In/Register** in the top right corner.

Registering online is fast and easy – and lets you view your bill, set up automatic payments, receive a personalized energy savings plan and more.

► ngrid.com

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.



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 CO 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**

Choose your payment option

We offer a number of convenient options to 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

It's easy to check your rates.

► ngrid.com/servicerates

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.

Energy-savings spotlight

- Install an ENERGY STAR® certified smart thermostat, which can save you up to \$180 a year.
- Receive a customized report and energy-saving ideas by taking a no-cost, 5-minute home energy survey.

► ngrid.com/saveathome



Seasonal savings tip

Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.

Our Communities. Our Commitment.

► ngrid.com/project-c



nationalgrid MARKETPLACE

Shop the National Grid Marketplace for discounts and instant incentives on recommended energy-efficiency products for your home.

► ngrid.com/shop-li

Manage monthly gas bills with the Budget Plan

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



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

Keeping your contact information up-to-date helps us reach you when needed.

► ngrid.com/myaccount