

WeConnect

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



Every National Grid employee carries a photo ID card, and any contractor doing work for us is also required to carry ID.

Gas Emergency
1-800-490-0045
or call **911**

Customer Service
1-800-930-5003

Modernizing, expanding our gas distribution system.

New York State Public Service Commission recently approved our \$400 million investment plan to replace aging pipes and expand the use of natural gas on Long Island.

For a number of years, National Grid has had a proactive program to replace aging pipes on Long Island. The program will now expand from its current 50 mile requirement to 95 miles in 2016. Since 2008, our rates have not risen. This program will have a modest bill impact of 1.2 percent per month (or \$1.37 for an average residential customer) and will be in effect through December 31, 2016.

In addition to pipe replacement, the plan's economic, environmental and reliability benefits are many, including:

- Providing gas service to more than 20,000 new customers.
- Providing approximately \$75 million in energy costs savings by 2016.
- Reducing CO2 emissions by more than 115,000 tons by 2016, which is the equivalent of taking more than 300,000 cars off the road.
- Delivering an economic impact of 500 jobs for the region.

We are pleased to make these critical investments, which will enable us to continue to provide safe, reliable and resilient service in the most environmentally friendly way, while supporting the job growth and economic vitality of Long Island.

Planning spring planting? Call 811 first.

Planning spring planting or outdoor home improvement projects? Call **811** before starting your project. It's free and it's the law.

Your local One Call center will notify us and other utilities to place warning markers near wires, pipes or cables so you will know what areas to avoid. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood or harm you and those around you.

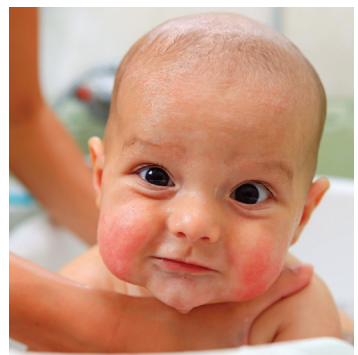


Turn down the temperature on your water heater.

Set your water temperature at home to 120 degrees. A lower setting uses less energy, and you're less likely to burn your skin (at 140 degrees you risk burns in six seconds or less).

It's always a good idea to test the water temperature before your child gets in the tub.

An average water heater lasts about 10-15 years and when it fails, it can leave you in a mess. Don't wait until it's too late to upgrade. Remember to always choose ENERGY STAR®-qualified appliances. Visit **www.nationalgrid.com** for available rebates and offers and services to help you manage your energy usage.



Discount rate may help you manage energy costs.

Income-eligible customers may qualify for a reduction in the “gas delivery cost” on the bill. To be eligible, an applicant must be a National Grid customer and receive one or more of the following benefits:

- Home Energy Assistance Program (HEAP)
- Medicaid
- Food Stamps
- Public Assistance (Family Assistance or Safety Net Assistance)
- Supplemental Security Income (SSI)
- Veteran’s Disability Pension
- Veteran’s Surviving Spouse Pension
- Child Health Plus

For more information, visit www.nationalgrid.com



You can choose your natural gas supplier.

Our NaturalChoice™ Program gives both residential and business customers the power to choose their natural gas supplier, also known as an energy service company, or ESCO. By enrolling in NaturalChoice™, you may be able to benefit from competition among gas ESCOs. No matter what company supplies your gas, we will continue to transport the natural gas from the ESCO to you, maintain our local gas distribution network and be available 24 hours a day to respond to gas safety emergencies, as always.



For details, including a list of suppliers, visit www.nationalgrid.com

Guard against scam artists, impersonators.

National Grid and local police departments continue to receive calls from customers targeted by billing scam artists and imposters posing as utility employees. Please be alert for these imposters who may try to gain access to sensitive account information or attempt to gain entry to your home.

- 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 and please call Customer Service at **1-800-930-5003**. If you feel you are in immediate danger, call **911**.
- We do call customers with outstanding balances, requesting payment and notifying of the potential for service interruption (due to non-payment). However, we do not accept pre-paid debit cards for payment and would never ask a customer to acquire one of these cards to make a bill payment.
- 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.
- National Grid does not conduct sales door-to-door and does not offer a residential equipment inspection and maintenance service.

Braille Bills/Eye Saver Service

If someone you know is blind or sight-impaired, we can provide bills in Braille or in a larger print than our standard bill. For more information, please call Customer Service.

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.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



If you smell gas:
Please leave the area right
away and call **1-800-
490-0045** or **911**.