

WeConnect

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



Looking for an easier way to pay your bill? We have a variety of options. See this issue of WeConnect for details.

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

Customer Service
1-800-930-5003

Cut down on clutter with paperless billing.

We offer a variety of ways to make managing your account and bills easier.

doxo™

- With doxo*, our newest billing option, you can view and pay your National Grid bill directly from your mobile device or computer. Sign up for free at www.doxo.com/nationalgrid

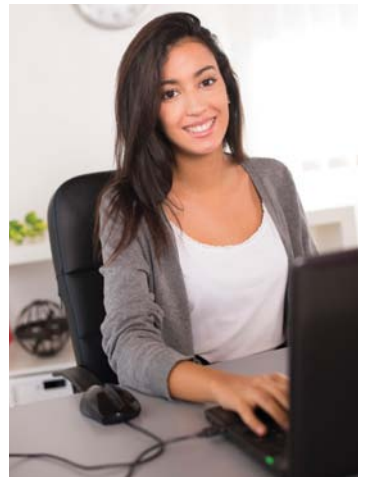
National Grid eBill

- We will deliver your bill as a secure PDF directly to your email inbox. (You'll no longer receive a bill in the U.S. mail.)
- In a few clicks, you can view, print, or save your bill.
- What's more, you can conveniently and securely select your payment method to pay your bill directly from the PDF.

Your bank's website

- Many banks offer the ability to view and pay National Grid bills via their websites. Visit your bank's website for details.

*The doxo™ website and mobile app are independently operated and maintained by doxo™ Inc., a third party vendor selected by National Grid.



For more bill pay options, visit www.nationalgrid.com and click on the green "pay my bill" button.

If you smell gas, take action right away.

Your safety is our top priority. That's why we ask all of our customers to know the signs of a gas leak and what to do in the event of one.

Indoors

- If you smell gas (the odor is similar to rotten eggs), take action right away.
- Do not use the telephone, do not smoke or turn on light switches, appliances or any electrical equipment.
- All occupants should leave the house immediately.
- Once you are in a safe area, call our gas emergency line at **1-800-490-0045** or call **911**.

Outdoors

- If you smell gas and see a white cloudy mist, bubbles in standing water and/or hear a hissing, roaring or whistling sound, it could be a gas leak.
- Leave the area immediately and call our emergency number or 911 right away.

Smell gas. Act fast.



Braille bills available.

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 at **1-800-930-5003**.

One small beetle is causing one big problem.

The emerald ash borer, an invasive insect has been threatening our forests and landscapes by attacking ash trees across North America. Once trees die, the wood becomes extremely brittle, leading to unpredictable limb breakage, stem failure and uprooting.

You can help slow the spread of this invasive pest by not moving firewood from one community or region of the state to another. Instead, buy firewood from local vendors who comply with state firewood laws.

Visit www.emeraldashborer.info for more information.



Where to look for bill assistance.

We understand when the unexpected sometimes happens. We can often help customers who need assistance in paying their energy bill. One of our programs is designed for spreading current and overdue payments over time. If you qualify, we can work out a payment arrangement together. Please call the phone number on your bill for more information.

Please report suspected gas theft.

Thieves who steal energy by tampering with or bypassing meters or piping put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.



Know carbon monoxide signs and symptoms.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources of carbon monoxide in the home include malfunctioning fuel-burning appliances such as hot-air furnaces, space heaters and natural gas ranges. Exposure to carbon monoxide can make you ill, or in extreme cases, can be fatal. Symptoms include headaches, dizziness, weakness, confusion and loss of muscle control.

Protect your family

- 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 generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.

If you suspect carbon monoxide or your carbon monoxide detector sounds the alarm, go outside immediately and call **911**. Do not return until the source is found and authorities say it is safe.



Hablamos su idioma.

National Grid se complace en ofrecerle los mensajes de las facturas y otras comunicaciones en español. Llámenos al **1-800-930-5003/1-631-755-6200** (Long Island y Rockaway Peninsula) para escoger esta opción gratis. Usted puede hablar también con un representante Hispano o utilizar nuestros servicios automatizados de teléfono, que están también disponibles en español. Visite nuestro sitio Web de español www.nationalgridus.com/NY/Espanol

This is an important notice. Please have it translated.

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Avis important. Veuillez traduire immediatement.
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.

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