

WeConnect

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



Guard against scams this season. Visit www.nationalgrid.com for information.

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

Customer Service
1-800-930-5003

Mobile bill pay now available.

We've upgraded the National Grid mobile app and mobile website, including the ability to now make an easy one-time payment.

To access our mobile website, go to www.nationalgrid.com from your mobile device.

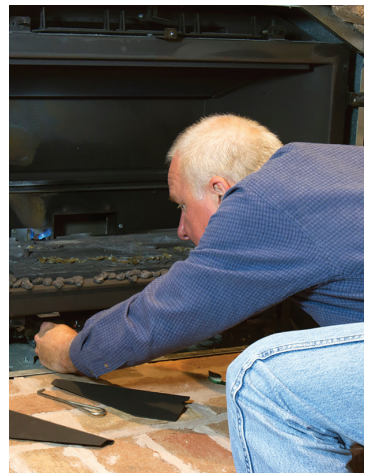
To download our app, search for National Grid in the iTunes and Google Play stores.



Winter heating system checklist.

A properly maintained heating system is the key to safety and energy efficiency this winter.

- Have your heating system serviced once every two years, and never try to repair it yourself.
- Have your chimney flue, space heaters, water heater and fireplace checked.
- If your heating system has a filter, clean or replace it every month during the heating season.
- Your furnace or boiler needs air to work properly and efficiently. Don't close it off with walls, debris or other obstructions.
- Have a professional examine your duct work for leaks.



Smell gas. Act fast.

A gas leak is often recognized by smell, sight and sound.

SMELL – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.

SIGHT – Outdoors you may see a white cloud, mist, fog, bubbles in standing water or blowing dust.

SOUND – You may hear an unusual noise like roaring, hissing or whistling.

What to do if you think there's a gas leak:

- Move to a safe area
- Do not smoke
- Do not turn on light switches or electrical equipment
- Call our gas emergency number, **1-800-490-0045** right away, or call **911**.

TTY service available.

Customers who use text telephones can call us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will contact National Grid's Customer Service.

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.

Help a friend or loved one remember to pay their bill.

With our Third Party Notification Program, any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should their National Grid account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem. This service provides helpful protection during times of extended absences from home or during illness. Call **1-800-930-5003** for details.

Keep energy costs steady with the Budget Plan.

As colder weather settles in on Long Island, consider signing up for the Budget Plan to help keep energy costs steady this winter.

The Budget Plan helps make it easier to manage your household energy payments each season by taking the “peaks and valleys” out of energy bills.

- You still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.
- The Budget Plan is easy! You get the same convenient payment options such as our popular automatic payment programs. To enroll, visit **www.nationalgrid.com** and sign into your account, or call Customer Service.

**To qualify for the Budget Plan your account must be current with no outstanding balance.*

Where to look for payment assistance this winter.

If you are having difficulty paying your utility bill, there are payment assistance options that may be available if you qualify.

Home Energy Assistance Program

HEAP is a federally funded program to assist income-eligible customers in paying their heating bills. Grants are available on a “first come, first served” basis and do not have to be paid back. Visit **www.mybenefits.ny.gov/**. If you do not have computer access, contact your local county Department of Social Services.

Suffolk County: **631-853-8825** | Nassau County: **516-565-4327** | Rockaways: **1-800-692-0557**

Project Warmth

Project Warmth is a community-based partnership between National Grid, local businesses and not-for-profit agencies designed to help Long Island’s families suffering from recent financial hardships to meet their heating needs, regardless of fuel type. For further information, call Project Warmth at Long Island’s United Way at **211** or **1-888-774-7633**.

Residential Reduced Rate

Qualified customers can get a reduction on the gas delivery charge portion of their bill. You must be a National Grid customer and receiving other benefits like HEAP, Medicaid, Food Stamps, Supplemental Security Income or other similar assistance. To apply call **1-800-930-5003**.

On Track Program

National Grid offers the On Track program, working with low-income residential heating customers on Long Island to help them resolve financial difficulties. For more information about this program, call **1-800-298-7715**.

Protect your family from carbon monoxide.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources in the home include malfunctioning fuel-burning appliances such as hot-air furnaces, space heaters and natural gas ranges.

- Before the heating season begins, have your heating system checked by a licensed heating contractor.
- Check chimneys or flues for debris, birds’ nests or other blockage.
- Never use a gas range for heating. Also, never burn coal or charcoal in an enclosed space and never use an outside grill for inside cooking.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.

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.

