

WeConnect

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



Save energy. Save money.
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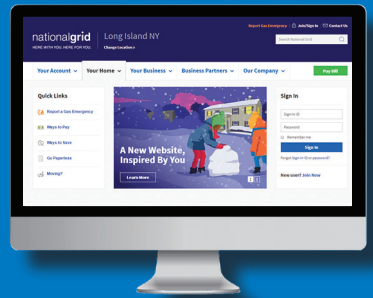
Gas Emergency
1-800-490-0045
or call **911**

Customer Service
1-800-930-5003

Introducing our new, improved website.

Inspired by your feedback, we went to work designing a better site for you. In addition to a new look and cleaner design, our new site offers:

- Quicker, easier payments (including mobile payments through our app, available from iTunes and GooglePlay)
- Personalized energy usage insights and tracking
- A site search to easily locate information
- Multi-language support
- Faster storm and emergency notifications



What about my account? Do I need to update my account login or payment details?

No, you don't need to update anything. Any payment plans you were enrolled in are still active. And your past usage details and bills are still accessible from your account once you login. Visit www.nationalgridus.com today and explore what our new website has to offer!

If you smell gas, act fast.

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.

Discover bill pay your way.

We offer a variety of ways to make managing your account and bills easier. For a complete list of all bill pay options visit www.nationalgridus.com and click on the green "pay my bill" button.



Braille and larger print 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**.

Carbon monoxide safety – seven points to remember.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. When fuels such as natural gas, butane, propane, wood, coal, heating oil, kerosene, and gasoline don't burn completely, they can release carbon monoxide into the air. Common sources include malfunctioning forced-air furnaces, kerosene space heaters, natural gas ranges, wood stoves, fireplaces and motor vehicle engines. **If you suspect carbon monoxide is present, go outside immediately and call 911.** Next, call our gas emergency number, **1-800-490-0045**.

1. Install Underwriters Laboratory (UL) approved home carbon monoxide detectors on every floor of your home. Follow the manufacturer's installation instructions.
2. Check chimneys and flues for debris, bird nests and other blockages, and have them cleaned periodically.
3. Be sure space heaters and wood stoves are in good condition, have adequate ventilation and are used in strict compliance with the manufacturer's instructions.
4. **Never** use a gas range for heating or burn coal or charcoal in an enclosed space.
5. **Never** cover slots or holes in the bottom of the oven with spill pans or foil that can block airflow in the oven.
6. If you use a back-up generator to supply power during an outage, be sure to operate it outdoors.
7. Know that open windows do not provide sufficient ventilation to safely operate a generator indoors.



The symptoms of carbon monoxide poisoning are similar to those of the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control.

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**

Gas theft is illegal and dangerous.

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.

Stay cool while reducing energy costs.

- Keep doors and windows closed while running your air conditioning system to reduce air loss.
- Clear areas in front of vents from furniture; blocked vents require up to 25 percent more energy to distribute air.
- In the summer, vegetation, solar screens, and awnings can be used to prevent the sun from making your home too hot. In the winter, do the opposite: Raise shades and blinds to let the sun warm your home.
- Use programmable thermostats to adjust cooling when rooms are unoccupied, saving you energy and up to \$180 a year.
- Upgrade outdated air conditioning equipment to newer, more energy-efficient models. You'll save as much as 30 percent on energy costs in the long term, reduce maintenance, and improve the comfort of your home.
- Perform regular air conditioning maintenance. Change filters monthly to improve air quality and reduce energy use.



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 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.