

WeConnect

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



Be kind to work crews.
Please slow down and use
caution when traveling in
work zones.

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

Customer Service
1-800-930-5003

Smell gas. Act fast.

Despite the industry's excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard. Your safety is our top priority. That's why we want you 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 us immediately 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 a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately and call **1-800-490-0045** or call **911**. Don't assume someone else will call.



Beware of imposters and bill scammers.

We're reminding our customers to be alert for imposters and scammers trying to gain access to account information and entry to homes and businesses. We've received reports from customers about door-to-door sales for home energy goods and services. In these instances the imposters claim to be working with us and local emergency responders to gain entry to a home by telling the customer they must inspect natural gas equipment, carbon monoxide detectors or other safety equipment for a fee.

These door-to-door representatives are not from National Grid. We do not conduct sales door-to-door or offer a residential equipment inspection and maintenance service.

If you are in doubt as to whether an individual is a National Grid employee, tell them to wait outside and call Customer Service at **1-800-930-5003** to confirm identification. If you feel there is an immediate danger, please call **911**.

Please visit **www.nationalgridus.com** for more information on customer scams.

Planting this summer? Please use caution near the gas meter.

Planting trees and shrubs can add beauty and value to your home. But take extra care not to plant near the gas meter or change the the height of the soil or landscaping materials around it. It's important to keep your above-ground meter, piping and valves clear of plants, soil, and mulch or building structures. As with any digging project, remember you must first call **811**. It's a free service, and it's the law.



Bill pay the easy way.

For fast and easy ways to pay your bill, visit **www.nationalgridus.com** and click on the green “Pay My Bill” button, or download our mobile app.

To find our app, search for National Grid in *iTunes* and *GooglePlay* stores. To access our mobile website go to **www.nationalgridus.com** from your mobile device.

Pipeline safety in your community.

We work with industry groups and state regulators on methods and programs to keep your natural gas distribution safe. Please help by doing your part. Use natural gas properly. Be alert, and always call **811** before you dig. It's a free service, and it's the law. Natural gas pipelines run under public streets and sometimes under private property. For safety reasons, right-of-way laws can give pipeline owners the right to restrict certain activities near pipelines.

Right-of-way maps are filed with local municipalities. If you are involved in excavation, demolition or major reconstruction, be sure to protect your gas meter and piping and follow the safety precautions below.



Payment options and services available.

We have programs and services that can help you pay and manage your energy bill.

- **The Budget Plan*** – helps spread payments out more evenly across the year.
- **Energy Efficiency Programs** – programs, offers and rebates to help lower your energy costs.
- **Deferred Payment Agreement Program** – for qualifying customers who have fallen behind on payments and cannot pay their bill in full.

For more on these programs, please visit **www.nationalgridus.com** or call Customer Service at **1-800-930-5003**.

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

The chance of heat stress increases when temperatures soar.

Prolonged temperatures of 90 degrees or above combined with high humidity can cause the body's temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body's cooling system. Especially at risk are the elderly, young children and those with chronic illnesses. Some of the signs include dizziness, rapid heartbeat, dry skin (no sweating) and breathing problems.

Avoid the dangers of heat stress by:

- Drinking liquids. Don't wait until you are thirsty.
- Avoid alcohol and caffeine.
- Eat a well-balanced diet. Avoid hot, heavy meals.
- Take cool showers and baths.
- Wear light, loose-fitting clothing and a hat for sun.
- Avoid any hard physical work outdoors.
- Visit air conditioned buildings.



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
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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.



Smell gas. Act fast.
Call 1-800-490-0045
or 911.