

WeConnect

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



Smell gas. Act fast.
Leave the area and call
our gas emergency line.

Visit **nationalgridus.com**
for more safety tips.

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

Customer Service
1-800-930-5003

Protect yourself from carbon monoxide.

Fall is a good time to pay attention to potential sources of carbon monoxide around your home. CO is a highly poisonous gas that is colorless, odorless and tasteless, but you can protect yourself from CO by doing the following:

- Schedule a heating system check with a licensed heating contractor.
- Check chimneys and flues for debris, bird nests or other blockages.
- Never use a gas range for heating.
- Never burn coal or charcoal in an enclosed space.
- Install carbon monoxide detectors on every level of your home.
- If your CO alarm sounds, go outside immediately and call **1-800-490-0045**.
- Do not return until the cause of the CO is found.
- Never use generators in enclosed or partially enclosed areas.



Symptoms

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

Keep costs steady with the Budget Plan.

Spread your billing costs evenly throughout the year with our Budget Plan. You still pay for the amount of energy used annually, but your use is divided by 12 months to determine your monthly payment.

With the Budget Plan you get the same convenient payment options, including automatic payment. To qualify your account must be current with no overdue balance.

Visit **nationalgridus.com** to enroll.

A no-cost home energy assessment is a phone call away.

Income-eligible customers can call the Home Energy Affordability Team (HEATSM) to help manage energy costs and increase the safety and comfort of your home. HEATSM provides qualifying Long Island customers a no-cost energy assessment that may further reveal no-cost steps to improve your home's energy use. Email **NGridLIHEAT@clearesult.com** or call **1-844-375-HEAT (4328)** to learn more.



Save time and go automatic with DirectPay.

DirectPay allows you to pay your bill automatically from a bank account, taking some time off of your to-do schedule. For a complete list of payment options, visit **nationalgridus.com** and click on the green "pay bill" button.

We're mobile when you are.

When you're mobile you can use your smart phone to:


- Make a one-time payment.
- Find the nearest location to pay in person.
- Contact our emergency departments.
- Access safety tips.
- Access contact information.

Visit **nationalgridus.com** on your mobile browser or download our app from iTunes and Google Play stores.



Gas theft is dangerous.

People who steal gas are unaware of the risks involved, and the situations they create endanger themselves and property. If you suspect a gas theft, contact our confidential tip line at **1-800-322-2234**.



TTY service available.

TTY users can contact us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will connect you with National Grid's Customer Service.

Rebates bring savings in more ways than one.

A high-efficiency natural gas water heater can save you up to 30 percent on your energy bill as well as help the environment. Our available rebates of up to \$400 can help “green-up” your wallet as well. Visit **nationalgridus.com** to see a list of qualifying equipment, to download rebate forms, and for more energy saving tips. *To qualify, rebate forms must be submitted by Dec. 31, 2017.*

A shared meter is illegal.

Call customer service at **1-800-930-5003** if you suspect a “shared meter.” A shared meter is illegal and building owners can pay large fines. Tenants should only pay for gas that is provided to their apartment or area under their control.

Employees bolster Habitat build.

Twenty National Grid volunteers, including summer interns, participated in a Habitat for Humanity house build in East Patchogue. The team insulated basement walls, cut lumber to be used on the first floor, and built a railing around the entrance to the basement. Despite the pouring rain, volunteers kept up their energy knowing they were helping a local family of four. It was a great team building exercise and interns learned first-hand about National Grid's strong commitment to giving back to communities we serve. Visit **habitat.org** to learn more about Habitat for Humanity.

In our community




Multi-family, apartment or business complex owners please post.

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.



Smell gas. Act fast.

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