

WeConnect

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



Your safety is our top priority. We respond to emergencies, 24 hours a day, 365 days a year.

Gas Emergency
1-800-490-0045
or call **911**
Customer Service
1-800-930-5003

Safety



Guard against carbon monoxide this winter.

Carbon monoxide poisoning is more prevalent in winter. Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources include improperly used or vented fuel-burning appliances, such as furnaces, stoves, water heaters and fireplaces. You can help avoid carbon monoxide poisoning by doing the following:

- Have all heating appliances checked yearly by a professional.
- Install UL listed carbon monoxide detectors in your home.
- Never use a gas range for heating.
- Never use generators indoors.

If you suspect carbon monoxide, go outside immediately and call **1-800-490-0045** or **911**.

Ice and snow accumulation around fresh air and gas appliance exhaust vents may result in equipment damage and malfunction, and could create harmful carbon monoxide buildup.

Be sure to:

- Carefully and regularly remove snow and clear icicles on overhangs near the meter and pipes.
- Mark your meter, especially if it is located near a snowplow path.



Carbon monoxide poisoning symptoms:

- Feels like the flu
- Headache
- Dizziness
- Weakness
- Sleepiness
- Nausea
- Chest tightness

Your gas meter may be due for an inspection.

New York state recently passed a law requiring National Grid to inspect our gas meters and associated piping. If your meter is located inside your home or business, you may have or will soon receive a notification asking that you schedule an appointment to have it inspected.

National Grid has hired licensed contractors to perform this work, which will take approximately 15 minutes to complete and is free of charge.

When you receive your inspection notice please respond promptly. If you've already scheduled or completed an appointment, we thank you. The safe, reliable delivery of natural gas is our number one priority.

For more information visit www.nationalgridus.com/Long-Island-NY-Home/Natural-Gas-Safety/Pipeline-Safety

Managing your bill



Help a loved one remember to pay their bill.

Customers can designate a relative, trusted friend or an agency to receive copies of notices should an account become overdue. The caregiver is not responsible for bill payment, but can alert the customer if there is a problem.





Keep energy costs steady with the Budget Plan.

With new delivery rates scheduled to take effect Jan. 1, National Grid's Budget Plan can help. The plan spreads out your energy costs over the course of the year. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount. To qualify, your account must be current with no outstanding balance.

Visit **nationalgridus.com** for energy-savings tips, rebates, incentives and services that can help you manage your energy bill.



In-person payment options are available.

We accept in-person gas payments at our offices at 1650 Islip Ave., Brentwood, and 2400 Sunrise Hwy., Bellmore. Or, easier yet, visit **nationalgridus.com** to pay your bill online.

In-person payments can also be made at participating Western Union locations on Long Island and New York City. National Grid is waiving the fee for payments made in cash, check, or money orders. Customers can visit **Ngrid.com/li-payment-locations** for a list of Western Union Locations on Long Island and New York City.

Energy Efficiency



A clean filter promotes dryer efficiency.

Promote energy efficiency and keep your dryer running safely and properly by cleaning the filter. Also, be sure to replace plastic or vinyl exhaust hoses with rigid or flexible metal venting.

Stop heat loss around windows and doors.

Windows and doors can be responsible for up to 25 percent of winter heat loss. Installing affordable weather-stripping on windows and doors can help keep cold air out. You can also:

- Use rolled up towels at the bottom of exterior doors (including garage access doors) to reduce leakage.
- Install plastic or metal strips called "sweeps" at the bottom of exterior doors.
- Install compressible foam (labeled for doors) around exterior doors to create a tight seal.

Visit **ngrid.com/save** to learn about energy-saving tips, and rebates for Wi-Fi thermostats and heating equipment.



In our community



Project helps Riverhead go green.

National Grid, along with the New York State Energy Research and Development Authority, unveiled a new geothermal project on Long Island. The project provides clean heating and cooling systems to residential homes in Riverhead, a 55-and-over community. This is one of four projects launched by National Grid that supports New York state's greenhouse gas emissions reduction goal. Visit **nationalgridus.com** to learn more about our outreach efforts.



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**