

# WeConnect

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



We respond to emergencies every day, 24 hours a day.

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

Customer Service  
**1-800-930-5003**  
[www.nationalgridus.com](http://www.nationalgridus.com)

## Safety



### Schedule an inspection for customer-owned natural gas pipes.

If you own a gas line – such as those that connect to outside lighting, pool or hot tub heaters, barbecues or appliances – contact a qualified contractor in your area to complete a safety inspection. Lines that are customer-owned begin at an outlet of a gas meter and extend either above or below the ground. Such lines are the responsibility of the customer.

*However, call us if:*

**You added a pool heater or large appliance after a gas meter installation.**

We want to make sure your meter can handle the extra gas that's needed. Not having the right size meter could result in poor pressure and is a safety hazard. Call **1-800-930-5003** to arrange for an inspection.

**You come into contact with gas meters, piping, or valves.**

Keep power tools and lawn mowers away from gas systems.

If you come into contact with any piece of gas equipment, call us immediately at **1-800-490-0045**.

**If you smell gas, act fast.**

Leave the area and call us at **1-800-490-0045** or call **911**.

We respond to emergencies 24 hours a day, 365 days a year.



### Seek repairs if you experience flooding.

If you experience flooding during or after a storm, seek professional repairs if any appliances were submerged or your gas connections are defective. To help make the right choice:

- Get three repair quotes in writing.
- Ask for references.
- Consider workmanship as well as cost.
- Check the Better Business Bureau for any complaints about the contractor.

### Don't let the heat get to you this season.

Heat stress causes the body's temperature to rise and strains the heart and blood vessels. The risk increases when temperatures stay at or above 90° F for several days combined with high humidity. To avoid heat stress:

- Drink water and clear liquids.
- Eat a well-balanced diet.
- Take a cool shower or bath.
- Wear light, loose-fitting clothing and a sun hat.
- Visit air conditioned buildings.

*Good to know:* Cucumbers, celery, iceberg lettuce, zucchini, watermelon, strawberries, and cauliflower are great foods to combat thirst.





## Keep your pets contained for safety.

To keep our workforce safe, and your furry friends happy, properly restrain pets prior to our arrival. Failure to do so could delay our ability to complete your service request in a timely manner.

## Managing your bill



### Budget plan spreads costs evenly.

Our Budget Plan spreads costs evenly and is adjusted every three months to remove peaks and valleys from your bill. You still pay the same amount as if you weren't on the plan. To qualify your account must be current and you cannot have any outstanding charges.



### Say goodbye to paper.

Go paperless and:

- View and pay your bill directly from a secure pdf attachment.
- Receive a monthly paperless bill credit.
- Enroll in automatic payments at [ngrid.com/enroll](https://ngrid.com/enroll) and never miss a payment again!

Make payments online or on the National Grid app, available at [iTunes](#) or [Google Play](#).

### Before you move, call us.

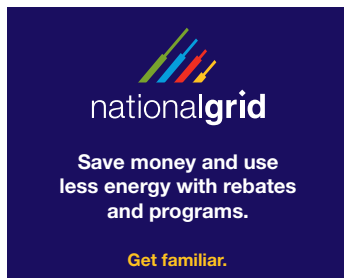
Contact Customer Service at **1-800-930-5003** one week prior to moving. Doing so ensures you will get an accurate final bill and you won't be billed for gas beyond the date of your responsibility.

## Energy efficiency



### Rebates save 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](https://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, 2018.*



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

Income-eligible customers can call the Home Energy Affordability Team (HEAT<sup>SM</sup>) to help manage energy costs and increase the safety and comfort of your home. HEAT 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](mailto:NGridLIHEAT@clearesult.com) or call **1-844-375-HEAT (4328)** to learn more.

## In our community



### Employees spruce up Girl Scout camp.

Nearly 100 National Grid employees volunteered to spruce up the landscape and repaint Girl Scout Camp Sobaco prior to the start of the busy summer season. Located in Yaphank, the 42-acre camp offers elementary-aged students state-of-the-art STEM activities. The event was hosted by The Moonjumpers charitable foundation of Long Island.



**Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at [nationalgridus.com](https://nationalgridus.com)**

Vea el enlace «seleccionar idioma» en [nationalgridus.com](https://nationalgridus.com)  
Voir le lien «sélectionner la langue» sur [nationalgridus.com](https://nationalgridus.com)  
Vedere il collegamento «seleziona lingua» su [nationalgridus.com](https://nationalgridus.com)



### Smell gas. Act fast.

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

Ver a ligação "selecionar língua" em [nationalgridus.com](https://nationalgridus.com)  
См. ссылку "Выбрать язык" на сайте [nationalgridus.com](https://nationalgridus.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [nationalgridus.com](https://nationalgridus.com)