

WeConnect

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



Stay comfortable in the cooler days ahead. Visit ngrid.com/save to learn more.

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

Customer Service
1-800-930-5003
www.nationalgridus.com

Managing your bill



Ways to make a payment.

With so many different and convenient ways to pay, National Grid will no longer include postage-paid return envelopes in our bills starting in November. To pay your bill you can:

Go Paperless & Pay Online – Securely receive and pay your bill electronically, and earn a paperless bill credit that adds up to nearly \$5 per year. We highly recommend this option. You'll receive your National Grid bill by email and have convenient access to download or print statements (current or past). You can even schedule automatic payments from your bank account. To sign up, visit ngrid.com/enroll.

Other options include:

Use the National Grid app, available at [iTunes](#) or [Google Play](#).

Pay in person at National Grid walk-in payment centers or at thousands of Western Union locations – free of service charges. See ngrid.com/visit for a list of locations.

Pay by bank by asking your bank if they offer this service.

Pay by phone at **1-800-930-5003**.

You can still pay via US mail, but you'll just need to add a stamp to the envelope before mailing.



Various programs help you manage costs.

As we head into another winter season, here are some programs and solutions to help you manage costs:

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. Visit ngrid.com/balancemybill to learn more.

Project Warmth covers Long Island families struggling from recent financial hardships. The program is supported by National Grid, local businesses and not-for-profit agencies. It runs from December until funds are exhausted. Contact: **211, 1-888-774-7633**, or 211longisland.org

Energy Affordability Program provides reduced rate on gas delivery for customers who receive HEAP, Medicaid, Food Stamps, Supplemental Security Income, or similar assistance. Contact: **1-800-930-5003**

Consumer Advocates connect customers experiencing financial hardship to programs and services that help income-eligible customers lower their energy costs.

Collection and Payment Agreements may give you more time to pay through payment plans, extensions, and related services. Contact nationalgridus.com



Shared meters are illegal.

Call us 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 the gas that is provided to their apartment or areas under their control.





Avoid carbon monoxide poisoning with these steps.

Carbon monoxide (CO) is a highly poisonous gas that is colorless, odorless and tasteless.

To protect yourself from CO:

- Schedule a heating system check with a licensed professional.
- 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 CO detectors on every level of your home.
- If your CO alarm sounds go outside immediately and call **1-800-490-0045** or **911**. Do not return until the cause of the CO is found.
- Never use generators in enclosed or partially enclosed areas.



Smell gas. Act fast.

Gas leaks are recognized by:



Smell – A pungent odorant, similar to rotten eggs, is added to natural gas so you can detect it fast.



Sight – Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. Plants in the area of a leak may appear to be dying.



Sound – Unusual noises – roaring, hissing, whistling – may be heard.

If you smell gas, leave the area and call **1-800-490-0045** or **911**. Never assume someone else will call.

Call us several days in advance before major renovations.

Planning major renovations to your home? With any major addition, contact us at **1-800-930-5003** at least 15 days in advance so we can temporarily disconnect your gas service. Any work or demolition on your property could disrupt your natural gas service lines and/or meter.



Always, before you or a contractor plans any digging, call 811 first. It's a free service and it's the law.

Energy efficiency



Create a cozy home this winter.

Contact the Home Energy Affordability Team (HEATSM) to help you manage energy costs and increase the comfort and safety of your home. HEAT provides income-qualified National Grid gas customers with a no-cost home energy assessment that may lead to additional no-cost measures to improve energy use.

Contact **NGridLIHEAT@clearesult.com** or call **1-844-375-HEAT (4328)** to learn more.



In our community



Bread Run raises dough for Island Harvest.

Bread Run, a unique event in which employees wear a baker's hat while playing capture the flag (or, in this case, bread), touched down at National Grid in September. Nearly 70 employees participated and raised \$12,000 for Island Harvest – Long Island's largest hunger relief organization. Visit **breadrun.org** to learn more.



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

Vea el enlace «seleccionar idioma» en nationalgridus.com
Voir le lien «sélectionner la langue» sur nationalgridus.com
Vedere il collegamento "seleziona lingua" su nationalgridus.com



Smell gas. Act fast.

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

Ver a ligação "selecionar língua" em nationalgridus.com
См. ссылку "Выбрать язык" на сайте nationalgridus.com
Xem liên kết "lựa chọn ngôn ngữ" tại nationalgridus.com