



winter 2021

national**grid**

**weconnect**

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

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

Customer Service  
**1-800-930-5003**

**ngrid.com**



## Are you ready for winter?

**Our useful tips and programs can help you reduce your natural gas use and save.**

With the cold months upon us, we want you to have the information you need to enjoy safe, uninterrupted access to natural gas.

While we're pleased to have secured new short-term natural gas supplies for this winter, during extremely cold days the demand for natural gas is at its highest and may come close to the amount our system can provide. That's why conserving natural gas is so important. You can help lower the demand on our system and save at the same time!

Conserving natural gas is a great way to save energy and money and supports our primary responsibility and commitment to provide you with safe, reliable gas service this winter.



We have useful tips and programs to help you reduce your energy use and save.  
**ngrid.com/save**

Explore our programs, rebates, incentives and conservation tips that can help you stay comfortable and manage your energy use. We also offer billing and payment options to help you manage monthly energy costs.

## Remember – we're here to help.

Winter is here, and so are we when you need us.

If you have been financially impacted by the pandemic and are concerned about paying your National Grid bill, solutions are available.

All customers qualify for payment assistance.

Our personalized COVID-19 Payment Agreement allows you to spread your past due amount over 12 manageable monthly installments – with 0% down and no financial reporting.

To learn more, visit **ngrid.com/billhelp** or call us at **1-800-930-5003**.

## Stay alert to scams.

Scams can happen at any time. To protect yourself, always verify the identity of any person who contacts you claiming to represent National Grid.

Learn more at **ngrid.com/scam**

To learn more, visit **ngrid.com/winter**

## Where to find assistance.

### Home Energy Assistance Program (HEAP)

assists income-eligible customers with winter heating bills. Income caps have been raised, so you may be eligible even if you have never qualified before. HEAP grants do not need to be paid back.

Act quickly – HEAP funds are available until March 15, 2021 or until they run out.

**Emergency HEAP** opens Jan. 4 and provides additional funding toward heating bills for eligible applicants.

**Energy Affordability Program (EAP)** provides a monthly bill discount. Enrollment is automatic with receipt of a HEAP payment and continues for those who apply for HEAP annually. Visit **otda.ny.gov/programs/heap** or learn more at **ngrid.com/billhelp**

**Project Warmth** assists Long Island families who are struggling from recent financial hardships and unable to pay their heating bills. Please check **unitedwayli.org** for updates on program application opening dates, beginning in December. For more information, visit **unitedwayli.org** or call **211**.

Our Consumer Advocates can provide additional support. Email **ConsumerAdvocacyLI@nationalgrid.com** or call **1-800-930-5003**.

## Payment centers

For the safety of our customers and employees, our walk-in payment centers remain closed until further notice. Please visit our website for reopening dates. Thank you for your patience and understanding.



### Payment Options

We offer a variety of ways to pay your bill. Visit **ngrid.com** and select **Ways to Pay** for details.

### Keep meters clear of ice and snow

Prevent a serious safety risk. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.



### Online assessment

Save energy in your home. Take our online assessment at **energyassessment.nationalgridus.com/residential/start/**

### Safety tips

- Check your CO detectors to make sure they are working properly.
- Never hang items from gas pipes. Doing so can weaken pipes and cause a hazard.



Learn more ways to keep your family safe at **ngrid.com/safety**

**Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See “select language” link at ngrid.com**

Vea el enlace «seleccionar idioma» en ngrid.com

Voir le lien «sélectionner la langue» sur ngrid.com

Vedere il collegamento “seleziona lingua” su ngrid.com

**Smell gas. Act fast. Gas Emergency?**  
**1-800-490-0045** or call **911**

Ver a ligação “seleccionar língua” em ngrid.com

См. ссылку “Выбрать язык” на сайте ngrid.com

Xem liên kết “lựa chọn ngôn ngữ” tại ngrid.com