

spring 2021

nationalgrid

# 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](https://ngrid.com)



## We're focused on our commitments to you.

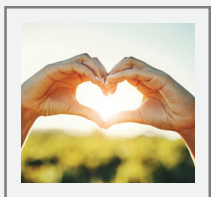
It's been a year now of shared uncertainty, challenge and loss. Today, we're more united than ever in our hopes for strength, recovery and better days for all. Through everything, we've remained focused on delivering safe, reliable energy to you.

### Payment assistance starts here if you need it

We understand that your circumstances may be different this year — and may still be changing. If you need help staying on track with your energy bills, please let us know. Personalized COVID-19 payment plans and other assistance are available for everyone — even if you've never qualified for help before.

Our personalized COVID-19 Payment Agreement allows you to spread a past due amount over 12 manageable installments — as low as \$0 down payment and no financial reporting.

To learn more, visit [ngrid.com/billhelp](https://ngrid.com/billhelp) or call us at **1-800-930-5003**.



## Supporting our customers and communities.

A year into the pandemic crisis, we thank healthcare workers, first responders, front-line workers, our employee volunteers, and everyone helping to keep our communities safe and strong.

## Safety and service reminders.

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.

Deaf, hard-of-hearing and speech-impaired customers looking for assistance can call **711** on a compatible TTY device. Provide our customer service number **1-800-930-5003** to connect with us.

Payment Centers remain closed for the safety of our customers and employees. Please visit our website for reopening dates. Thank you for your patience and understanding.

# Hablamos su idioma.

National Grid se complace en ofrecerle los mensajes de las facturas y otras comunicaciones en español. Llámenos al **1-800-930-5003/1-631-755-6200** (Long Island / Rockaway Península) para escoger esta opción gratis. Usted puede hablar también con un representante Hispano o utilizar nuestros servicios automatizados de teléfono, que están también disponibles en español. Visite nuestro sitio Web de Español **nationalgridus.com** seleccione español.



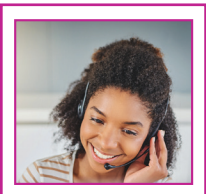
## Spring forward — with safety.

- ▶ Planning on planting, adding a deck or fencing? Call **811** several days before beginning any digging work. It's free and it's the law.
- ▶ As construction projects increase this spring, stay alert on the road. Follow traffic restrictions in work zones.



## Manage monthly energy bills.

The Budget Plan breaks the annual amount you spend on your bill into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Visit **ngrid.com** to see if the Budget Plan is right for you.



## Where to find assistance.

Our Consumer Advocates can provide additional support to our most vulnerable customers. Email **ConsumerAdvocacyLI@nationalgrid.com** or call **1-800-930-5003** for more information.



## Energy Affordability Program.

**The Energy Affordability Program (EAP)** provides income-eligible customers with a monthly bill credit that is automatic with receipt of a Home Energy Assistance payment. Visit **otda.ny.gov/programs/heap** or learn more at **ngrid.com/billhelp**



Shop online for energy-saving products and instant rebates on smart thermostats, water-saving devices, and more.

Visit **ngrid.com/shop-li**



**ENERGY STAR®** certified products and appliances help you save energy without sacrificing performance. Learn more at **ngrid.com/ee-tips**



Did you know trees can help to reduce your energy bill? For shade in the summer, plant trees that shed leaves on the south and east sides of your home.

**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 “selecionar língua” em ngrid.com  
См. ссылку “Выбрать язык” на сайте ngrid.com  
Xem liên kết “lựa chọn ngôn ngữ” tại ngrid.com