



# 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 |



## Preparing for colder temperatures?



**When you need help managing your bill in the colder days ahead, we'll be here with energy efficiency solutions and assistance.**

### Payment assistance is still available.

If you're behind on your bill, we want to help you get back on track and maintain your service. Our specialists will help you set up a payment plan and connect you with resources if you need them.

To learn more, visit [ngrid.com/covid-19](https://ngrid.com/covid-19)

## Payment options made easy.

**Pay by Bank Account:** Register for an online profile to pay from your checking or savings account.

**Pay by Credit/Debit Card** through Speedpay. Fees may apply (starting at \$1.99 for residential customers, \$5.95 for business customers).

*Please note that we can no longer process credit/debit card payments by phone.*



**Pay by Automated Payments** scheduled from your bank account.

See more at [ngrid.com/payonline](https://ngrid.com/payonline)



## Smell gas. Act fast.

Many of the places we live and work are served by natural gas pipelines, so be prepared and know what to do if you suspect a gas leak. Recognize a gas leak by:

-  **Smell** — Similar to rotten eggs
-  **Sight** — Outdoors: a white cloud, mist or bubbles in standing water
-  **Sound** — Roaring, hissing or whistling

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

## Prevent carbon monoxide poisoning.

- Schedule a heating system checkup.
- Install carbon monoxide detectors on every level of your home and ensure they're working properly.

If your detector goes off, get everyone outside immediately and call **1-800-490-0045** or **911**.

# HEAP and the Energy Affordability Program.

The Home Energy Assistance Program (HEAP) helps income-eligible customers with home heating bills. HEAP is tentatively scheduled to open Oct. 1. To learn more visit <https://otda.ny.gov/programs/heap> or call the OTDA HEAP Hotline at **1-800-342-3009**. Enrollment in our Energy Affordability Program (EAP), which provides a monthly bill discount, is automatic with receipt of a HEAP payment. The EAP discount continues for those who apply for HEAP annually. To learn more visit [ngrid.com/discount](https://ngrid.com/discount)

**Project Warmth** helps Long Island families struggling from recent financial hardships and unable to pay their heating bills. Check [www.unitedwayli.org](http://www.unitedwayli.org) for updates and application opening dates, beginning in December.

Contact [ConsumerAdvocacyLI@nationalgrid.com](mailto:ConsumerAdvocacyLI@nationalgrid.com) or **1-800-930-5003** for added support.

## Manage your bill with the Budget Plan.



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

## An easier way to manage your account.

Whether you're a residential customer or a business owner with multiple accounts, our new web portal is simply designed with you in mind. Now you can:

- Unify your accounts into one dashboard
- Monitor your energy usage
- Pay your bill seamlessly

This new, mobile- and desktop-friendly experience is just one more way we're working to support our customers. Learn more at [ngrid.com/simplifymyaccount](https://ngrid.com/simplifymyaccount)



Let us inspire you with energy-saving ideas this fall. Visit [ngrid.com/ee-tips](https://ngrid.com/ee-tips)

# 811

**Prepare for fall planting.**

Call **811** or visit [newyork-811.com](https://newyork-811.com) at least two full business days before digging. It's free and it's the law.



**Go paperless.**

Access your bill anytime, anywhere. [ngrid.com/enroll](https://ngrid.com/enroll)



**Stay storm ready.**

Be prepared with a storm kit. For more tips see [ngrid.com/safety](https://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](https://ngrid.com)**

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

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

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