

# WeConnect

Energy news for our gas customers in New York City



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

Gas Emergency  
Call **911** or  
**1-718-643-4050**

Customer Service  
**1-718-643-4050**

[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 at **1-718-643-4050** 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.

#### 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.

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

Leave the area and call **911** or call us at **1-718-643-4050**.

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.

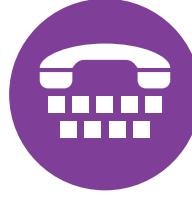
Good to know: Cucumbers, celery, iceberg lettuce, zucchini, watermelon, strawberries, and cauliflower are great foods to combat thirst.





## Our billing plan makes budgeting easier.

Our Balanced Billing plan spreads costs evenly and is adjusted every four 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.



### TTY service is available.

TTY users can contact us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will connect you with National Grid's Customer Service.

## Programs help you navigate through change.

National Grid customers age 62 or over, or those with a disability, are eligible to be a Star Customer which provides services and protections should the need arise. Call **1-718-403-2171** for more information.

### Energy efficiency



### Focus on water use and picture savings.

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](http://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.*

To continue to make a positive impact:

- Repair leaky faucets and save up to \$6 per month.
- Use a low-flow showerhead to save up to 8,212 gallons of water and up to \$246 a year.
- Use your dishwasher's energy-saver switch and lower your water heating bills.
- Choose an energy-efficient hot water tank and save up to \$6 a month.
- Set a maximum water temperature of 120° F to prevent scalding and save money.
- Upgrade your water heater to a high-efficiency model. Look for water heaters with an Energy Factor of .67 or greater (.82 or greater for larger systems).



### In our community



### Volunteers clean up Brooklyn park.



National Grid volunteers teamed up with the Brooklyn Nets to spread mulch, plant greenery, and weed Fort Greene Park, one of New York City's largest parks. Joining the effort was former Net and Brooklyn resident Albert King. The volunteer event was just one of many that took place across our service area this spring.

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](http://nationalgridus.com)

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



**Smell gas. Act fast.**  
Gas Emergency? Call **911**  
or **1-718-643-4050**

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