

Summer 2024

## we connect

Energy news for our gas customers in New York City



## We're here for you this summer



Summer is here and so are we, with energy tips, ideas and solutions to help you keep your home cool and comfortable.

We can help too with safety recommendations on storm readiness and expert tips on using energy safely and efficiently. We also offer payment plans and programs making it easier to manage energy costs and access assistance from community support agencies when you need it.

- Schedule a no-cost Home Energy Assessment to save on energy costs and make your home more comfortable year-round.
- Consider our **Budget Plan** (formerly known as Balanced Billing) for predictable payments based on your usage.
- Explore easy ways to pay online using your bank account or automatic payment. Get started at [ngrid.com](https://ngrid.com) or call us.

▶ [ngrid.com/heretohelp](https://ngrid.com/heretohelp)

## Account management made easy

Whether you're a residential customer or a business owner with multiple accounts, our mobile- and desktop-friendly web portal makes it easy to:

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

▶ [ngrid.com/myaccount](https://ngrid.com/myaccount)

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

## TTY service

For assistance or to report an emergency, deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

## Gas Emergency:

**911** or **1-718-643-4050**

24 hours a day, 7 days a week

▶ Smell gas? Act fast.



## More Gas Safety Tips:

▶ Call **911** or our emergency number if you come into contact with gas meters, piping or valves. Always keep power tools and lawn mowers away from gas systems.

## 211: Support when you need it



Across the U.S., 24 hours a day, seven days a week, 211's Community Resource Specialists are ready to connect you with free or low-cost community support services. Call **211** or text your zip code to **898-211**.

## Your option to choose an energy supplier

The NaturalChoice<sup>SM</sup> Program gives qualifying residential and business customers the power to choose their natural gas supplier (energy services company). No matter who you choose as your supplier, we will maintain the local gas distribution network and are available 24/7 for gas emergencies.

► [ngrid.com/nycsuppleroptions](https://ngrid.com/nycsuppleroptions)

## Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated



## Energy-savings spotlight

- Repair even small leaks to save gallons of water and money each month
- Install water-saving faucets and low-flow showerheads
- Upgrade your water heater to a high-efficiency model



## Summer cooling tip

If you have a ceiling fan, check the switch on the side of your fan to make sure it's spinning counterclockwise to help cool your home. Reverse the setting when colder weather returns, to push warm air downward and help with home heating.

## Special protections available for eligible households

If any residents in your household are blind and/or disabled, you may qualify for special protections.

For information on requesting designation as an Elderly, Blind and/or Disabled customer, please call us at **1-718-643-4050**.

## Keeping your gas lines safe

As a natural gas customer, it is your responsibility to maintain and let us know about any gas lines that begin at the outlet of the gas meter and extend either above or below ground on your property. Buried gas lines need special attention because they can corrode or leak if not properly maintained.

We recommend that you periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. If unsafe conditions are found, have the pipeline repaired immediately.

## Our Communities. Our Commitment.

► [ngrid.com/project-c](https://ngrid.com/project-c)



## Go paperless

Enjoy more convenience. You can access your bill anywhere you can access your inbox.

► [ngrid.com/paperless](https://ngrid.com/paperless)

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Avis important. Veuillez traduire immédiatement.  
Questa è un'informazione importante, si prega di tradurla.  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin hãy dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
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