

# WeConnect

Energy news for our gas customers in New York City



Our mobile app and website put important information at your fingertips.

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

## Connecting with us just got easier.

We've upgraded our National Grid app and mobile website for customers in Brooklyn, Queens and Staten Island.

Customers who download the app or visit our mobile website will be able to:

- Make a one-time payment
- Find the nearest location to pay in person
- Click to call for gas emergency reporting
- Access important gas safety tips
- Access important contact information

To find our app, search for National Grid in iTunes and Google Play stores. To access our mobile website, go to **nationalgrid.com** from your mobile device.



## Smell gas. Act fast.

If you smell gas (the odor is similar to rotten eggs) take action right away.

Do not use the telephone, do not smoke or turn on light switches, appliances, or any electrical equipment.

All occupants should leave the house immediately.

Once you are in a safe area, call **911**, or our gas emergency number, **1-718-643-4050**.



## Chilly months are better in a comfortable home.

We're offering great rebates on a variety of heating solutions that can make your whole home more comfortable. If you heat your home with natural gas from National Grid, it's time to start saving money and energy today.

High-Efficiency Gas Equipment*	Rebate
Hot water boiler	Up to \$1,000
Steam boiler	\$500
Furnace	Up to \$600
On-demand tankless water heater	\$400
Indirect water heater	\$300



Learn more at **www.ngrid.com/nyc-ee** or call **1-877-316-9491**.

For Brooklyn, Queens, and Staten Island residential gas heating customers of National Grid. Restrictions apply. Offers are subject to change or cancellation without notice. \*Please visit our website or call **1-877-316-9491** for equipment efficiency requirements and eligibility details.

## Balanced billing helps keep your energy costs steady.

Balanced Billing helps make it easier to manage your household energy payments each season by taking the “peaks and valleys” out of energy bills.

### How it works

- Balanced Billing spreads your projected annual energy usage cost into 12 “balanced” monthly payments.
- You still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.
- Balanced Billing is easy! You get the same convenient payment options you currently enjoy as a National Grid customer, including the option to sign up for our popular automatic payment programs.

\*To qualify for Balanced Billing, your account must be current with no overdue balance.



To enroll, visit [www.nationalgrid.com](http://www.nationalgrid.com) or call Customer Service, **1-718-643-4050**.

## Choose a payment option that’s right for you.

We offer a variety of options to make managing your account easier, including DirectPay, which allows you to pay your bill automatically from a bank account. Visit [www.nationalgrid.com](http://www.nationalgrid.com) for a complete list of payment options.

## Call us if you suspect a shared meter.

Tenants should only pay for the gas provided to their apartment or area under their control. A “shared meter” situation is illegal and building owners can pay large fines. If you suspect a shared meter condition, call us at **1-718-643-4050**.

## TTY service available.

Customers who use text telephones can call us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will contact National Grid’s Customer Service.

## Take steps to protect your family from carbon monoxide.

- Before the heating season begins, have your heating system checked by a licensed heating contractor.
- Check chimneys or flues for debris, birds’ nests or other blockage.
- Never use a gas range for heating.
- Also, never burn coal or charcoal in an enclosed space and never use an outside grill for inside cooking.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**.
- Do not return until the carbon monoxide source is found.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.

### Know the causes and symptoms.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless.

Common sources in the home include malfunctioning fuel-burning appliances such as hot-air furnaces, space heaters and natural gas ranges. The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea and confusion.

### This is an important notice. Please have it translated.

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Este es un aviso importante. Sirvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.  
Questa è un'informazione importante,  
Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.

