

# WeConnect

Energy news for our gas customers in New York City



Guard against scams this season. Visit [www.nationalgrid.com](http://www.nationalgrid.com) for information.

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

## Mobile bill pay now available.

We've upgraded the National Grid mobile app and mobile website, including the ability to now make an easy one-time payment.

To access our mobile website, go to [www.nationalgrid.com](http://www.nationalgrid.com) from your mobile device.

To download our app, search for National Grid in the iTunes and Google Play stores.



## Smell gas. Act fast.

A gas leak is often recognized by smell, sight and sound.

**SMELL** – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.

**SIGHT** – Outdoors you may see a white cloud, mist, fog, bubbles in standing water or blowing dust.

**SOUND** – You may hear an unusual noise like roaring, hissing or whistling.

### What to do if you think there's a gas leak:

- Move to a safe area
- Do not smoke
- Do not turn on light switches or electrical equipment
- Call **911**, or our gas emergency number, **1-718-643-4050** right away.

## Let the sun in to save on heating costs.

Taking advantage of winter sunlight can help make a dent in your heating costs. Open blinds during the day to provide natural lighting and capture free heat.

- The sun is most intense from 9 am to 3 pm, so make sure windows are uncovered during these hours. Close window coverings at night to insulate windows.
- When you let the sun in, remember to lower the thermostat by a few degrees. These two steps combined are what save money and energy.



## Keep energy costs steady with Balanced Billing.

As colder weather settles in on New York City, consider signing up for Balanced Billing\* to help keep energy costs steady this winter.

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

- 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 such as our popular automatic payment programs. To enroll, visit [www.nationalgrid.com](http://www.nationalgrid.com) and sign into your account, or call Customer Service.

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

## Where to look for payment assistance this winter.

If you are having difficulty paying your utility bill, there are payment assistance options that may be available if you qualify.

### Home Energy Assistance Program

HEAP is a federally funded program available to assist income-eligible customers in paying their heating bills. Grants are available on a first-come-first-served basis and do not have to be paid back. For information about HEAP and other programs you may be eligible for, please visit [www.mybenefits.ny.gov/](http://www.mybenefits.ny.gov/) or call the NYC HEAP hotline at **1-800-629-0557**.

### Neighborhood Heating Fund

This program covers our Brooklyn, Queens and Staten Island customers only. The program runs December through March. Eligibility is based on New York State HEAP income guidelines and funds are granted on a first-come-first-served basis. For an application, call **1-718-422-4207**.

### Residential Reduced Rate

Qualified customers can get a reduction on the gas delivery charge portion of their bill. You must be a National Grid customer and receiving other benefits like HEAP, Medicaid, Food Stamps, Supplemental Security Income or other similar assistance. To apply, please call **1-718-643-4050**.

### On Track Program

We offer the On Track program, working with low-income residential heating customers in New York City to help them resolve financial difficulties. For more information about this program, call **1-718-403-2216**.

## Pay your bill the easy way with DirectPay.

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.

## Protect your family from carbon monoxide.

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

- Before the heating season begins, have your heating system checked by a licensed master plumber.
- 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.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas.
- If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**.

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

Este é um aviso importante. Quiera mandá-lo traduzir.  
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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.

