

# WeConnect

Energy news for our gas customers in New York City



**Your safety is our top priority. We respond to emergencies 24 hours a day, 365 days a year.**

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

## Taking steps to avoid slips and falls this winter.

Icy sidewalks. Slippery steps. Dangerous driveways. During the winter months our field employees encounter a variety of walking conditions. That's why practicing the right way to walk in slippery conditions is an important part of our safety training. You can help by clearing a path if you know we'll be visiting your home or business.



**Follow these tips to help avoid injury whenever you encounter winter walking conditions.**

- Avoid taking shortcuts across snow-covered areas. Always use cleared sidewalks, paths and parking lots. Be especially careful when stepping to or from different levels (e.g. down or up steps or from curbs).
- Wear the proper footwear for the weather conditions – boots with good tread or anti-slip footwear.
- Keep your eyes on the path and avoid slippery surfaces when possible.
- Take small steps when slippery surfaces can't be avoided.
- Hold on to the handrails on steps and stairs. Place as much of your foot on the step as possible.
- Keep your hands out of your pockets and distribute the weight of bags or packages evenly for better balance.
- Remove as much snow and water from your boots as you can prior to entering a building. Recognize that wet floors and stairs are likely very slippery.

**You Tube** For a look at the Slippery Surface Simulator that's used in our training program, visit <https://youtube/xrs5Es4mVOU>

## When is it time for a new heating system?

It may be time to replace your heating system if:

- Your furnace or boiler is more than 15 years old.
- Your equipment needs frequent repairs and your energy bills are going up.
- Some rooms in your home are too hot or too cold.
- Your home has humidity problems.
- Your home has excessive dust.
- Your heating system is noisy.
- Your system relies on a pilot light that burns all the time.
- Your existing system's Annual Fuel Utilization Efficiency (AFUE) rating is lower than 82 percent for a steam boiler, less than 85 percent for a hot water boiler, or beneath 90 percent for a furnace.

We offer 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.

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.

High-Efficiency Gas Equipment*	Rebate
Hot water boiler	Up to \$1,000
Steam boiler	\$500
Furnace	Up to \$600



Learn more at [www.ngrid.com/nyc-ee](http://www.ngrid.com/nyc-ee) or call **1-877-316-9491**.

## Where to look for payment assistance this winter.

Are you having difficulty paying your utility bill this winter? The Neighborhood Heating Fund, administered by HeartShare Human Services of New York, may be able to assist you.

Eligibility is based on NYS Home Energy Assistance Program\* guidelines. HeartShare administers and processes grants on a first-come, first-served basis. For information, call HeartShare at **1-718-422-4207**.

\*HEAP is a federally funded program available to assist income-eligible customers in paying their heating bills. For more information, please visit [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) or call the New York City HEAP hotline at **1-800-692-0557**.

**Please note: Do not send bill payments to any of the above programs. Thank you.**

## Keep energy costs steady with Balanced Billing.

When it comes to dealing with winter energy bills, Balanced Billing\* can help. The plan allows you to spread out your energy costs over the course of the year, so your bill is more predictable. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.

You'll also find energy-saving tips, rebates, incentives and services that can help you keep costs down. When it comes to dealing with winter bills, the right tools can make all the difference.

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

## Keep meters, vents clear of snow and ice.

Winter weather can result in the buildup of ice and snow on and around your gas meter.

- Ice and snow buildup around the fresh air and exhaust vents for gas appliances may result in equipment malfunction and could possibly create harmful carbon monoxide.
- Icicles on overhangs near the meter can fall and damage the meter and pipes. Be sure to remove them regularly.
- Please mark your meter if it is located near a snowplow path.



## Know carbon monoxide sources, symptoms.

Known as the silent killer, carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources include improperly-used or incorrectly vented fuel-burning appliances such as furnaces, stoves, water heaters and fireplaces.

### What you can do

- Have all heating equipment checked yearly by a licensed master plumber.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- Never use a gas range for heating.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.

### Know the signs

- The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea and tightness in the chest.

If your carbon monoxide unit sounds the alarm, go outside immediately and call **911**.

## Help others stay warm this winter.

HeartShare Human Services of New York has teamed up with mobile giving organization iGive to make it easy for you to give the gift of warmth to your neighbors this winter. To donate \$5 to Care & Share, text CARES to **27722**. There's an option to donate while you shop, too.

### 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.

### Smell gas. Act fast.

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