

WeConnect

Energy news for our gas customers in New York City



Be kind to work crews.
Please slow down and use caution when traveling in work zones.

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

Smell gas. Act fast.

Despite the industry's excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard. Your safety is our top priority. That's why we want you to know the signs of a gas leak, and what to do in the event of one.

Indoors: 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** immediately or our gas emergency line at **1-718-643-4050**.

Outdoors: If you smell gas and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately and call **911**, or our emergency line at **1-718-643-4050**.

Don't assume someone else will call.



Beware of imposters and bill scammers.

We're reminding our customers to be alert for imposters and scammers trying to gain access to account information and entry to homes and businesses. We've received reports from customers about door-to-door sales for home energy goods and services. In these instances the imposters claim to be working with us and local emergency responders to gain entry to a home by telling the customer they must inspect natural gas equipment, carbon monoxide detectors or other safety equipment for a fee.

These door-to-door representatives are not from National Grid. We do not conduct sales door-to-door or offer a residential equipment inspection and maintenance service.

If you are in doubt as to whether an individual is a National Grid employee, tell them to wait outside and call Customer Service at **1-718-643-4050** to confirm identification. If you feel there is an immediate danger, please call **911**.

Please visit www.nationalgridus.com for more information on customer scams.



Shave a minute off shower time and save.

The average American spends about eight minutes taking a shower roughly once a day. Reducing average shower time by one minute can result in a 13 percent decrease in shower water use, which reduces the money you spend on water heating.

Bill pay the easy way.

For fast and easy ways to pay your bill, visit www.nationalgridus.com and click on the green “Pay My Bill” button, or download our mobile app.

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

Gas safety in your community.

We work with industry groups and state regulators on methods and programs to keep your natural gas distribution safe. Please help by doing your part. Use natural gas properly. Be alert, and always call **811** before you dig. It’s a free service and it’s the law. Natural gas pipelines run under public streets and sometimes under private property. For safety reasons, right-of-way laws can give pipeline owners the right to restrict certain activities near pipelines. Right-of-way maps are filed with local municipalities.



Payment options and services available.

We have programs and services that can help you pay and manage your energy bill.

- **Balanced Billing Plan*** – helps spread payments out more evenly across the year.
- **Energy Efficiency Programs** – programs, offers and rebates to help lower your energy costs.
- **Deferred Payment Agreement Program** – for qualifying customers who have fallen behind on payments and cannot pay their bill in full.

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

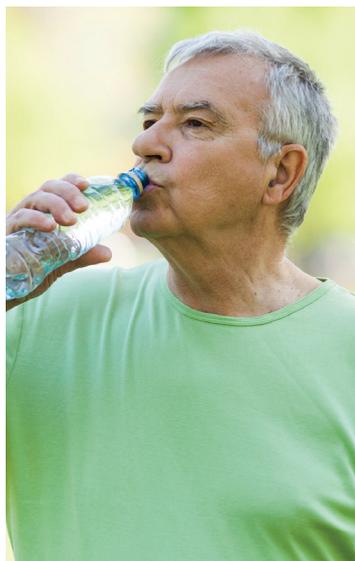
For more on these programs, please visit nationalgridus.com or call Customer Service at **1-718-643-4050**.

The chance of heat stress increases when temperatures soar.

Prolonged temperatures of 90 degrees or above combined with high humidity can cause the body’s temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body’s cooling system. Especially at risk are the elderly, young children and those with chronic illnesses. Some of the signs include dizziness, rapid heartbeat, dry skin (no sweating) and breathing problems.

Avoid the dangers of heat stress by:

- Drinking liquids. Don’t wait until you are thirsty.
- Avoid alcohol and caffeine.
- Eat a well-balanced diet. Avoid hot, heavy meals.
- Take cool showers and baths.
- Wear light, loose-fitting clothing and a hat for sun.
- Avoid any hard physical work outdoors.
- Visit air conditioned buildings.



This is an important notice. Please have it translated.

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

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immediatement.

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.
Call 911 or
1-718-643-4050.