

# WeConnect

Energy news for our gas customers in New York City



Lower your energy bills,  
enhance your comfort.

For more details, visit  
[nationalgridus.com](http://nationalgridus.com)

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

## Act fast in a gas emergency.

If you smell gas anywhere, including your home, go outside immediately and call **911** or **1-718-643-4050**. The following conditions should be reported:

- Smelling gas
- Abnormal pressure or no gas in appliances
- Gas flow to appliances that cannot be shut off
- Continuous flow of water leaking from gas heating unit or water heater
- Roaring, hissing or whistling noise from gas pipes
- Seeing white cloud, mist, fog or bubbles in standing water outside
- Odor that irritates eyes, nose and/or throat



## Lower the water heater temperature for safety.

Did you know that water heaters are the second highest source of energy use in the home? The good news is that you can save energy – and reduce your bill – by lowering the water temperature on your heater to 120 degrees. Also, it's important to note the average water heater only lasts 10 to 15 years. Consider upgrading before it's too late. Look to **nationalgridus.com** for available rebates, offers, and services to help you save energy. When choosing a new appliance always select ENERGY STAR®-qualified appliances.

## Adjust settings with Wi-Fi thermostat.

The weather can change and, with a Wi-Fi enabled thermostat, you can change your home's temperature simply by using your smartphone, tablet or laptop. Ideal for both homes and apartments, Wi-Fi thermostats allow you to adjust temperature settings when you're away from home or asleep. Using the device can lower your energy bill up to \$180 per year. Visit **ngrid.com/save** for more information.



## Choose your gas supplier with NaturalChoice<sup>SM</sup>.

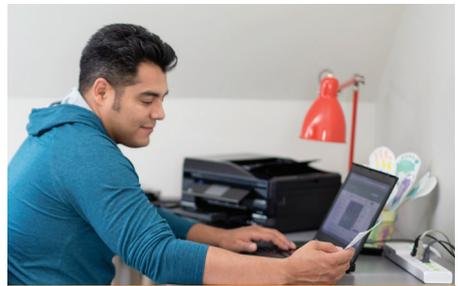
Residential and business customers have the power to choose their natural gas supplier through the NaturalChoice<sup>SM</sup> Program. By enrolling in NaturalChoice<sup>SM</sup> you may be able to benefit from competition among gas suppliers (or energy service companies). No matter who supplies your gas National Grid will handle the transfer, maintain the local gas distribution network, and be available 24 hours a day to respond to gas safety emergencies. Visit **nationalgridus.com** for details and a list of suppliers.



## Payment assistance available.

Income-eligible customers of National Grid may qualify for a reduction in the “gas delivery cost” on the bill. You may qualify if you receive one or more of the following:

- Home Energy Assistance Program (HEAP)
- Medicaid
- Food Stamps
- Public Assistance (Family Assistance or Safety Net Assistance)
- Supplemental Security Income (SSI)
- Veteran’s Disability Pension
- Veteran’s Surviving Spouse Pension
- Child Health Plus



Visit [nationalgridus.com](http://nationalgridus.com) to request an application and to find out about other payment assistance programs.

## Be mindful with spring projects.

### Call before you dig

As the days grow longer, thoughts spring toward gardening or home improvement projects. Remember, before any digging begins, call **811** so the location of underground utility lines can be marked. It’s a free service and it’s the law.



### Arbor Day

April 28 marks the annual observance of trees – Arbor Day. Do your part by planting a tree to add value to your home and, at the same time, reduce your energy bill. To provide shade in the summer, but maintain the sun’s warmth in winter, plant deciduous trees that shed leaves in the fall on the east and south sides of your home. Good candidates would be maples, oaks, birch, locusts and lindens. For the correct variety of trees and shrubs for your area visit [nationalgridus.com](http://nationalgridus.com) or contact your local nursery.



## Use caution near crews and work zones.

Our number one priority is the safety of our customers and employees. For the safety of all – we would like to remind motorists, bicycle enthusiasts and pedestrians to be cautious when entering an area where crews are working.

## Fee for missed service appointments.

By keeping appointments, or cancelling ahead of time, you can help us serve all customers most efficiently. Effective Jan. 1, 2017, if you are not home at the time of a non-safety related appointment, a fee of \$38.60 will be added to your bill. The previous charge for a missed appointment was \$12.68. This fee, and adjustments to additional service fees, were approved by the New York State Public Service Commission. Please visit [ngrid.com/nyc-missedappt](http://ngrid.com/nyc-missedappt) for more information.

## Surprise visit brightens day for kids.

Thanks to National Grid, pediatric patients at Maimonides Medical Center got an unexpected visit in February from the newest member of the Brooklyn Nets – Caris LeVert. During the surprise event at the Brooklyn-based hospital, LeVert shot hoops, posed for photos, and delivered smiles. National Grid is a proud sponsor of the Brooklyn Nets.

### In our community



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

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sírvase 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**