

WeConnect

Energy news for our gas customers in New York City



Start, stop or transfer your service online.

For more details, visit nationalgridus.com

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

Simple tactics to reduce costs.

Focusing on water usage helps conserve water and can lower your energy bill significantly. A high-efficiency natural gas water heater can save up to 30 percent on your energy bill and the savings will increase by up to \$400 thanks to available energy rebates.

Visit ngrid.com/save to view a list of qualifying equipment and available rebate forms.

You can also:

- Stop leaks to save gallons of water and reduce your bill.
- Install water-saving faucets and low-flow showerheads.
- Set water heater temperature at 120° F to prevent scalding.



No identification? Don't let them in.

National Grid employees, including contractors, are required to carry a photo identification card with company logo. If someone is requesting entry into your home or business without the proper ID, do not let them in and contact customer service at **1-718-643-4050**. If you feel you are in immediate danger, call **911**.

Handy tip for CO safety.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. It's good to be CO aware year-round – even as summer approaches.

It's a good idea to install a carbon monoxide alarm. We recommend that the alarm be marked with the "UL" certification (UL 2034) and installed near bedrooms.



Don't wait – report gas theft.

Tampering with or bypassing meters or piping puts lives in danger, threatens public safety and damages property. If you have information about energy theft, please call us at **1-718-643-4050**. All information will be kept confidential.

National Grid again earns Most Ethical Company award.

For the seventh time since 2007, National Grid has been recognized by the Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices, as a 2017 World's Most Ethical Company®. Ethisphere honors companies that recognize their role in society to influence and drive positive change; consider the impact of their actions on their employees, investors, customers and other key stakeholders; and, use their values and culture as an underpinning to the decisions they make every day.



Know signs of a gas leak outdoors.

As we spend more time outside during warmer months, it's important to know the signs of a gas leak. If you smell gas and see a white, cloudy mist, bubbles in standing water, and/or hear a hissing, roaring or whistling sound, it could be a gas leak. Don't hesitate – clear the area and call **911** or **1-718-643-4050** right away.

Pay your bill online.

Want to make a payment online? If so, you can:

- Visit **nationalgridus.com** to click on the green “pay bill” button.
- Download and use our app available at iTunes and Google Play. The app also keeps you up to date on outages and more.



Remove peaks and valleys by enrolling in Balanced Billing Plan.



We offer Balanced Billing, allowing customers to spread annual costs into 12 balanced monthly payments. To be eligible, your account must be current and you cannot have any outstanding charges.

Hablamos su idioma.

National Grid se complace en ofrecerle los mensajes de las facturas y otras comunicaciones en español. Llámenos al **1-800-930-5003** para escoger esta opción gratis. Usted puede hablar también con un representante Hispano o utilizar nuestros servicios automatizados de teléfono, que están también disponibles en español. Visite nuestro sitio Web de Español **nationalgridus.com** seleccione español.

Celebrating Jackie Robinson.

National Grid remembered and honored Jackie Robinson in April – 70 years after he made history by breaking the color barrier in baseball. The Brooklyn MetroTech event signaled the installation of a special Robinson pop-up exhibit at the Brooklyn Historical Society (BHS). BHS celebrates Robinson all year-long with the exhibit “Until Everyone Has it Made: Jackie Robinson’s Legacy,” featuring archival materials, photographs, programs and memorabilia. Visit **brooklynhistory.org** to learn more.

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. 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**