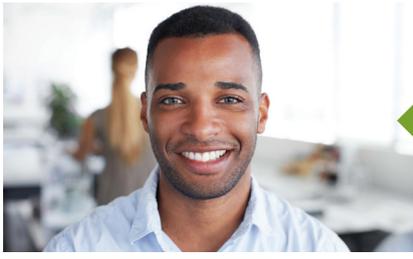


WeConnect

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

Safety



Stay safe indoors this winter.

Carbon monoxide poisoning is more prevalent in winter. Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources include improperly used or vented fuel-burning appliances, such as furnaces, stoves, water heaters and fireplaces. What can you do?

- Have all heating appliances checked yearly by a professional.
- Install UL listed carbon monoxide detectors in the home.
- Never use a gas range for heating.
- Never use generators inside the home or other indoor area.

If you suspect carbon monoxide, go outside immediately and call **911** or **1-718-643-4050**.

Ice and snow accumulation around fresh air and gas appliance exhaust vents may result in equipment damage and malfunction, and could create harmful carbon monoxide buildup.

Be sure to:

- Carefully and regularly remove snow and clear icicles on overhangs near the meter and pipes.
- Mark your meter, especially if it is located near a snowplow path.



Carbon monoxide poisoning symptoms:

- Feels like the flu
- Headache
- Dizziness
- Weakness
- Sleepiness
- Nausea
- Chest tightness

Your gas meter may be due for an inspection.

New York state recently passed a law requiring National Grid to inspect our gas meters and associated piping. If your meter is located inside your home or business, you may have or will soon receive a notification asking that you schedule an appointment to have it inspected.

National Grid has hired licensed contractors to perform this work, which will take approximately 15 minutes to complete and is free of charge.

When you receive your inspection notice please respond promptly. If you've already scheduled or completed an appointment, we thank you. The safe, reliable delivery of natural gas is our number one priority.

For more information visit <https://www.nationalgridus.com/NY-Home/Natural-Gas-Safety/Pipeline-Safety>

Energy Efficiency



A clean filter promotes dryer efficiency.

Promote energy efficiency and keep your dryer running safely and properly by cleaning the filter. Also, be sure to replace plastic or vinyl exhaust hoses with rigid or flexible metal venting.



Know when to get a heating upgrade.

If your furnace or boiler is more than 15 years old, it may be time for an upgrade. Signs include:

- Equipment needs frequent repairs and your energy costs continue to go up.
- Rooms are either too hot or cold in your home.
- 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 current system's Annual Fuel Utilization Efficiency rating is lower than
 - 82 percent for a steam boiler,
 - less than 85 percent for a water boiler, or,
 - under 90 percent for a furnace.



We offer great rebates on a variety of heating solutions that can make your whole home more comfortable. Visit [ngrid.com/save](https://www.ngrid.com/save) for more information.

Managing your bill



Keep energy costs steady with Balanced Billing.

With new delivery rates scheduled to take effect Jan. 1, National Grid's Balanced Billing can help. The plan spreads out your energy costs over the course of the year. 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. To qualify, your account must be current with no outstanding balance.

Visit [nationalgridus.com](https://www.nationalgridus.com) to find energy-savings tips, rebates, incentives and services that can help you manage your energy bill.



Payment assistance is available.

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.

Eligibility is based on NYS Home Energy Assistance Program (HEAP) guidelines. HeartShare administers and processes grants on a first-come, first-serve basis, beginning Feb. 1 until funds are exhausted. For more 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 [mybenefits.ny.gov](https://www.mybenefits.ny.gov) or call the New York City HEAP hotline at **1-800-342-3009** or **1-800-692-0557**. *Please note: Do not send bill payments to any of the above programs.*

Help now available for landlords.

Landlords: our "Leave on for Landlord" program allows for continued service between tenants and automatic notification when renters move out. Visit [ngrid.com/ny-landlord](https://www.ngrid.com/ny-landlord) to enroll and have your tenants' accounts transferred to your name.

In our community



We empower the Brooklyn Community Foundation.

National Grid is a proud sponsor of the Brooklyn Community Foundation #BrooklynGives campaign.

The campaign supports the foundation's Spark

Prize recipients and shines a spotlight on nonprofit organizations that have a shared commitment to making the Brooklyn community stronger. Visit [sparkprize.org](https://www.sparkprize.org) to learn more about Spark.



Multi-family, apartment or business complex owners please post.

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**