

nationalgrid

weconnect

Energy news for our gas customers in New York City

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

Customer Service
1-718-643-4050

ngrid.com |    

Fall 2022

Start planning now for colder weather ahead.

With higher energy costs expected this winter, it's important to plan for the colder months to come.

When you need help to manage your bill, we offer options for extra support and can connect you to assistance from community support agencies. Visit [**ngrid.com/heretohelp**](https://ngrid.com/heretohelp)

Preparing for winter bills also means taking actions to save energy where you can, to better control your costs.

You can use these easy tips to start saving energy and money:

- ✓ Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.
- ✓ When replacing your water heater, choose a high-efficiency model.
- ✓ ENERGY STAR® certified smart thermostats can save you up to \$180 a year.
- ✓ To receive a customized report and learn where you could be saving energy, take a no-cost, 5-minute home energy survey at [**ngrid.com/saveathome**](https://ngrid.com/saveathome)
- ✓ Shop our online Marketplace to find recommended energy-efficiency products for your home — along with money-saving discounts and instant incentives. Visit [**ngrid.com/shop-nyc**](https://ngrid.com/shop-nyc)

See if Balanced Billing can help.

The Balanced Billing plan breaks the annual amount you spend on your bill into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Visit [**ngrid.com**](https://ngrid.com) to see if Balanced Billing is right for you.



Meter safety inspections.

To ensure your safety, New York State law requires us to periodically inspect your gas meter and associated piping even when it's located indoors. Learn more at [**ngrid.com/inspection**](https://ngrid.com/inspection)

▶ It's easy to check your rates. [**ngrid.com/servicerates**](https://ngrid.com/servicerates)



HEAP and the Energy Affordability Program.

The Home Energy Assistance Program (HEAP) helps income-eligible customers with home heating bills. To learn more, visit <https://otda.ny.gov/programs/heap> or call your local Human Resource Administration (HRA) or the NYC HEAP Infoline at **1-800-692-0557**.

Enrollment in our Energy Affordability Program (EAP), which provides a monthly bill discount, is automatic with receipt of a HEAP payment. The EAP discount continues for those who apply for HEAP annually. To learn more or apply online visit ngrid.com/eap

Consumer Advocates help vulnerable customers meet home energy needs. Visit ngrid.com/consumeradvocates or call **1-718-643-4050**.



Shared meters are illegal.

Please contact us if you suspect a shared meter. A shared meter is illegal and building owners can incur large fines. Tenants should only pay for the gas service that is provided to their dwelling or areas under their control.

Natural gas safety.

Whether you're renovating or performing fall yard cleanup, always keep your outside gas meter out of harm's way. See more tips at ngrid.com/gassafety

Prevent carbon monoxide poisoning.

- Schedule a heating system checkup.
- Install carbon monoxide detectors on every level of your home and ensure they're working properly.

If your detector goes off, get everyone outside immediately and call **911** or **1-718-643-4050**.

Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at ngrid.com

Vea el enlace «seleccionar idioma» en ngrid.com
Voir le lien «sélectionner la langue» sur ngrid.com
Vedere il collegamento "seleziona lingua" su ngrid.com

Smell gas. Act fast. Gas Emergency? 911 or call **1-718-643-4050**

Ver a ligação "selecionar língua" em ngrid.com
См. ссылку "Выбрать язык" на сайте ngrid.com
Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com

811

Prepare for fall planting.
Call **811** or visit newyork-811.com at least two full business days before digging. It's free and it's the law.



Let us inspire you with energy-saving ideas this fall. Visit ngrid.com/ee-tips



DirectPay.
Pay your bill automatically from your bank account. Visit ngrid.com/autopay



Stay storm ready, year-round.
Learn more at ngrid.com/safety