

Summer 2023

weconnect

Energy news for our gas customers
in New York City

We're here to help you this summer



To make the best of the season, remember that we've got energy tips, ideas and solutions when you need them.

From safety recommendations on storm readiness, expert tips on using energy safely and efficiently, along with payment plans and offerings to make it easier to manage energy costs and access assistance from community support agencies, we're here for you.

- For help to save on energy costs and make your home more comfortable year-round, schedule a no-cost Home Energy Assessment.
- For predictable payments based on your usage, see if **Balanced Billing** is right for you.
- For easy ways to pay, use your bank account online at **ngrid.com** or call us. Automatic Payments available.

▶ ngrid.com/heretohelp

Explore our new

weconnect+

digital newsletter — packed with customer news and information, energy efficiency tips, videos and more! Scan the QR code to check it out.



Customer Service: 1-718-643-4050



TTY service

For assistance or to report an emergency, deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

Gas Emergency:

911 or 1-718-643-4050

24 hours a day, 7 days a week



▶ Smell gas? Act fast.

More Gas Safety Tips:

▶ Call **911** or our emergency number if you come into contact with gas meters, piping or valves. Always keep power tools and lawn mowers away from gas systems.

211: Support when you need it



Across the U.S., 24 hours a day, seven days a week, 211's Community Resource Specialists are ready to connect you with free or low-cost support to find essential community services. Call **211** or text your zip code to **898-211**.

Your option to choose an energy supplier

The NaturalChoiceSM Program gives qualifying residential and business customers the power to choose their natural gas supplier (energy services company). No matter who you choose as your supplier, we will maintain the local gas distribution network and are available 24/7 for gas emergencies.

► ngrid.com/nycsuppleroptions

Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated



Energy-savings spotlight

Get cool summer savings with a smart thermostat that can help you save on cooling costs. With smart thermostat apps, you can change the temperature anywhere, anytime.



nationalgrid MARKETPLACE

For instant rebates on smart thermostats and other energy-saving products, visit the National Grid Marketplace.

► ngrid.com/shop

Special protection available for eligible households

If any residents in your household are blind and/or disabled, you may qualify for special protections.

For information on requesting designation as an Elderly, Blind and/or Disabled customer, please call us at **1-718-643-4050**.

Our Communities. Our Commitment.

► ngrid.com/project-c



Keeping your gas pipes safe

As a natural gas customer, it is your responsibility to maintain and let us know about any gas lines that begin at the outlet of the gas meter and extend either above or below ground on your property. Buried gas lines need special attention because they can corrode or leak if not properly maintained.

We recommend that you periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. If unsafe conditions are found, have the pipeline repaired immediately.

Go paperless

Enjoy more convenience. You can access your bill anywhere you can access your inbox.

► ngrid.com/paperless

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.

Это очень важное сообщение. Пожалуйста,

попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.



Leading the way to a clean energy future

ngrid.com/fossilfree