

Fall 2023

# weconnect

Energy news for our gas customers  
in New York City

## Take time now to plan for colder weather



Handling the winter temperatures ahead requires planning and preparation, to keep your home comfortable and safe, while taking steps to save energy where you can to better control your costs.

When you need help to manage your bill, look into our options for extra support. We can also connect you to assistance from community support agencies.

► [ngrid.com/heretohelp](https://ngrid.com/heretohelp)

## Stay connected with us

Keeping your contact information updated with us helps us reach you in an emergency. To make sure we have your current email address and phone number on file, visit our website and click on **Sign In/Register** in the top right corner.

Registering online is fast and easy – and lets you view your bill, set up automatic payments, receive a personalized energy savings plan and more.

► [ngrid.com](https://ngrid.com)

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**



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 provided to their dwelling or areas under their control.

## Smell gas? Act fast.

## Gas Emergency:

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

24 hours a day, 7 days a week



## Gas Safety Tips:

- Take steps to avoid carbon monoxide poisoning:
  - Have all heating equipment checked yearly by a professional
  - Install at least one UL-listed CO detector in your home near bedrooms
  - Never use a gas range for heating
  - Never use a generator indoors
- When renovating or performing fall yard cleanup, always keep your outside gas meter out of harm's way.

► [ngrid.com/gassafety](https://ngrid.com/gassafety)

## Energy Affordability Program (EAP)

Our Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill discount that is automatic with receipt of a Home Energy Assistance payment and continues for those who apply for HEAP annually.

► [ngrid.com/discount](http://ngrid.com/discount)  
or call **1-718-403-2216**

## Choose your payment option

We offer a number of convenient options to pay your bill including paperless billing, online billing, automated payments and more.

► [ngrid.com](http://ngrid.com)  
select **Ways to Pay**

## Tips for paying your bill in person

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly.

Remember to bring your bill and keep your receipt.

► [ngrid.com/nycbillpay](http://ngrid.com/nycbillpay)

It's easy to check your rates.

► [ngrid.com/servicerates](http://ngrid.com/servicerates)

## Energy-savings spotlight

- Install an ENERGY STAR® certified smart thermostat, which can save you up to \$180 a year.
- Receive a customized report and energy-saving ideas by taking a no-cost, 5-minute home energy survey.

► [ngrid.com/saveathome](http://ngrid.com/saveathome)



### Seasonal savings tip

Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.



Shop the National Grid Marketplace for discounts and instant incentives on recommended energy-efficiency products for your home.

► [ngrid.com/shop-nyc](http://ngrid.com/shop-nyc)

## Our Communities. Our Commitment.

► [ngrid.com/project-c](http://ngrid.com/project-c)



Please stay alert to construction projects when driving. Follow work zone traffic restrictions.

## Inspect natural gas pipes regularly

As a natural gas customer, you're responsible for maintaining all gas lines that begin at the outlet of the gas meter and extend above or below ground on your property. Used for outdoor appliances, generators and more, buried gas lines can corrode or leak if not properly maintained.

- Periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert.
- If unsafe conditions are found, have the pipeline repaired immediately.

► [ngrid.com/gassafety](http://ngrid.com/gassafety)

For predictable monthly payments based on your usage, consider **Balanced Billing**.

► [ngrid.com/heretohelp](http://ngrid.com/heretohelp)

**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.