

Winter 2024

weconnect

Energy news for our gas customers
in New York City



Here when you need us.

We know winter energy bills can be a challenge, especially as other household expenses remain high.

When you need assistance this winter, we're here for you with programs and services to keep you and your home comfortable and safe.

Explore all the ways our **Customer Savings Initiative** can help — whether you own or rent your home or run a business — at ngrid.com/heretohelp

Stay alert to scams

We perform all upgrade and inspection work at no cost to you. Please be alert to anyone seeking to extort money for unneeded “pre-inspections” or similar fraudulent offers.

▶ ngrid.com/scam

My Account

Keeping your contact information up-to-date helps us reach you when needed.

▶ ngrid.com/myaccount

Explore our

weconnect+

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



We're here to help keep you safe.

Gas Emergency:

911 or 1-718-643-4050

24 hours a day, 7 days a week



- ▶ Smell gas? Act fast.
- ▶ Prevent carbon monoxide poisoning. Have all heating equipment checked yearly by a professional.

More Safety Tips:

- ▶ To save energy — and prevent burns — set your water heater temperature to 120 degrees F.
- ▶ Keep meters clear. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.
- ▶ Have your dryer's gas line and connection inspected by a professional annually to ensure it is operating safely.

Customer Service:

1-718-643-4050



- ▶ Call us to designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

Find assistance

The **Home Energy Assistance Program (HEAP)** helps income-eligible customers with home heating bills. Learn more at <https://otda.ny.gov/programs/heap> or call your local Human Resource Administration (HRA) or the NYC HEAP at **1-718-557-1399**.

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 visit ngrid.com/eapnyc or call **1-718-403-2216**.

Neighborhood Heating Fund is a National Grid program administered by HeartShare Human Services of NY to help qualified households meet home heating needs. The program opens in February. Customers may apply once per year after they have received all HEAP assistance. For information on how to apply, call **1-718-422-4207**.

Prevent cold stress

Older people, infants and people with chronic illness can be vulnerable to cold stress, even indoors.

▶ ngrid.com/stormsafety

We're committed to the customers and communities we serve

Have a neighborhood event or project, or an idea for one? Let us know how we can get involved.

▶ ngrid.com/project-c



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**.

Savings spotlight

Let our no-cost Savings Your Way home energy assessment program improve your home comfort. Get expert help and complimentary products — for renters and owners.

▶ ngrid.com/savingsyourway

Paying online



- Register for an online profile to pay from your checking or savings account.
- Pay by credit/debit card with Speedpay. Fees may apply.
- Set up automated payments from your bank account.

▶ ngrid.com/payonline

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/nycsupplieroptions



For predictable payments based on your usage, see if Balanced Billing is right for you. Visit 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.
這是一個重要的通知。請翻譯一下。
هذا إخطار مهم. نرجو ترجمته.
এটা একটা গুরুত্বপূর্ণ বজ্ঞিএপ্ততী অনুগ্রহ করবে এটা অনুবাদ করে ননি।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
טצעזרעביא עקייטיוו א זיא סאד