

# WeConnect

Energy news for our gas customers on Long Island and the Rockaway Peninsula



**Simplify this summer.**  
Sign up for paperless billing.  
Visit [www.nationalgrid.com](http://www.nationalgrid.com)

Gas Emergency  
**1-800-490-0045**  
or call **911**

Customer Service  
**1-800-930-5003**

## Beware of imposters and bill scammers.

We're reminding our customers to be alert for imposters and scammers trying to gain access to account information and entry to homes and businesses.

We've received reports from customers about door-to-door sales for home energy goods and services. In these instances the imposters claim to be working with us and local emergency responders to gain entry to a home by telling the customer they must inspect natural gas equipment, carbon monoxide detectors or other safety equipment for a fee.

**These door-to-door representatives are not from National Grid. We do not conduct sales door-to-door or offer a residential equipment inspection and maintenance service.**

If you are in doubt as to whether an individual is a National Grid employee, tell them to wait outside and call Customer Service at **1-800-930-5003** to confirm identification. If you feel there is an immediate danger, please call **911**.

National Grid contractors are currently installing automated meter reading (AMR) technology throughout Long Island which will enhance customer service and security. AMR will allow for monthly meter readings to be collected by driving by a customer's home without accessing the property.

Please visit [www.nationalgrid.com](http://www.nationalgrid.com) for more information on customer scams.

## Know the signs of a gas leak.

### Smell gas. Act fast.

Your safety is our top priority. That's why we want you to know the signs of a gas leak, and what to do in the event of one.

**Indoors:** If you smell gas (the odor is similar to rotten eggs) take action right away. Do not use the telephone, do not smoke or turn on light switches, appliances or any electrical equipment. All occupants should leave the house immediately. Once you are in a safe area, call **1-800-490-0045**, or call **911**.

**Outdoors:** If you smell gas and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately and call **1-800-490-0045** or **911**. Don't assume someone else will call.



## Be alert for signs of heat stress.

Prolonged temperatures of 90 degrees or above, combined with high humidity, can cause the body's temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body's cooling system. Especially at risk are the elderly, young children and those with chronic illnesses. Some of the signs include dizziness, rapid heartbeat, dry skin (no sweating) and breathing problems.

### Avoid the dangers of heat stress by:

- Drinking liquids. Don't wait until you are thirsty.
- Avoid alcohol and caffeine.
- Eat a well-balanced diet. Avoid hot, heavy meals.
- Take cool showers and baths.
- Wear light, loose-fitting clothing and a hat for sun.
- Avoid any hard physical work outdoors.
- Visit air conditioned buildings.



## Doing yard work? Use caution near the gas meter.

Planting trees and shrubs can add beauty and value to your home. But take extra care not to plant near your gas meter and please do not change the height of the soil or landscaping materials around your outside gas meter. It's important to keep your above-ground meter, piping and valves clear of plants, soil, mulch or building structures.

As with any digging project, remember you must first call **811**. It's a free service, and it's the law.



## Payment options and services available.

We have programs and services that can help you pay and manage your energy bill.

- **The Budget Plan** – helps spread payments out more evenly across the year.
- **Energy Efficiency Programs** – programs, offers and rebates to help lower your energy costs.
- **Deferred Payment Agreement Program** – for qualifying customers who have fallen behind on payments and cannot pay their bill in full.

For more on these programs, please visit [www.nationalgrid.com](http://www.nationalgrid.com) or call Customer Service at **1-800-930-5003**.

## Pipeline safety in your community.

We work with industry groups and state regulators on methods and programs to keep your natural gas distribution safe. Please help by doing your part. Use natural gas properly. Be alert, and always call **811** before you dig. It's a free service, and it's the law. Natural gas pipelines run under public streets and sometimes under private property. For safety reasons, right-of-way laws can give pipeline owners the right to restrict certain activities near pipelines. Right-of-way maps are filed with local municipalities.

If you are involved in excavation, demolition or major reconstruction, be sure to protect your gas meter and piping and follow the safety precautions below.

- Call **811** before any excavation to mark gas lines and other buried utility services.
- Ensure your appliances are safe to operate by checking the vent lines.

## Energy-saving tip: Improve shading for windows.

Does the sun create overwhelming heat in your home during the warmer months? Consider improvements in the way you shade your windows.

- Provide adequate shade — especially to windows that face south, west, or east, since they let in the most heat in summer months.
- Shading the outside of your windows is more effective at blocking heat than using indoor shades or drapes. Consider shading the exterior of your home with shutters, awnings, exterior solar blinds or solar screening. Just remember that you'll want any exterior shading to be removable during the winter months, when sunlight can help heat your home's interior.
- Light-colored drapes and shades reflect the sun's energy, while darker ones absorb it and release heat.



### Correction:

In the last issue of WeConnect an article about the emerald ash borer included a photo of a different invasive pest – the Asian longhorned beetle.

The emerald ash borer is pictured at right. For more information about the beetle, and its threat to ash trees across North America, please visit [www.emeraldashborer.info](http://www.emeraldashborer.info)



### This is an important notice. Please have it translated.

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