

# WeConnect

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



Our mobile app and website put important information at your fingertips.

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

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

## Connecting with us just got easier.

We've upgraded the National Grid app and mobile website for customers on Long Island and the Rockaway Peninsula.

When you visit either the app or the mobile website you will be able to:

- Make a one-time payment
- Find the nearest location to pay in person
- Click to call for gas emergency reporting
- Access important gas safety tips
- Access important contact information

To find our app, search for National Grid in iTunes and Google Play stores. To access our mobile website, go to **nationalgrid.com** from your mobile device.



## Keep your energy costs steady with the Budget Plan.

The Budget Plan helps make it easier to manage your household energy payments each season by taking the "peaks and valleys" out of energy bills.

### How it works

The Budget Plan spreads your projected annual energy usage cost into 12 "balanced" monthly payments. You still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount. The Budget Plan is easy! You get the same convenient payment options you currently enjoy as a National Grid customer, including the option to sign up for our popular automatic payment programs.

\*To qualify for the Budget Plan, your account must be current with no overdue balance.



### How to enroll

Visit **www.nationalgrid.com** and sign into your account or call Customer Service, **1-800-930-5003**.

## Beautify your home while reducing energy costs.

Looking to reduce energy costs at home? Plant a tree. On the north and west side of your home: Plant conifers such as evergreen trees — spruce, cedars, fir or pines to help reduce the wind's chilling effects in winter.

On the east and south side of your home: Plant deciduous trees (trees that drop their leaves in fall) such as maples, oaks, or lindens. They'll help shade and cool the house in summer.

And remember, as with any digging project call **811** first so underground pipes and wires can be marked. It's a free service, and it's the law.



## Choose a payment option that's right for you.

We offer a variety of options to make managing your account easier, including online payments and DirectPay, which allows you to pay your bill automatically from a bank account. Visit [www.nationalgrid.com](http://www.nationalgrid.com) for a complete list of payment options and enrollment information.

## Smell gas. Act fast.

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, or our gas emergency number, **1-800-490-0045**, or call **911**.



## Help protect your family from carbon monoxide.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources in the home include malfunctioning fuel-burning appliances such as hot-air furnaces, space heaters and natural gas ranges.

- Before the heating season begins, have your heating system checked by a licensed heating contractor.
- Check chimneys or flues for debris, birds' nests or other blockage.
- Never use a gas range for heating. Also, never burn coal or charcoal in an enclosed space and never use an outside grill for inside cooking.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.



If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**. Do not return until the carbon monoxide source is found.

The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea, confusion, tightness of the chest and fluttering of the heart.

## Prepare to save energy during the colder days ahead.

Your home can be more energy efficient this winter if you complete these steps now.

- Remove window air conditioners or cover them.
- Clear chimneys and flue vents and have your fireplace checked.
- Make sure your gas appliances and space heaters are in proper working order.
- Seal any holes or cracks that let cold air inside.
- Caulk around windows and replace any broken panes.
- If your heating system has a filter, clean or replace it every month during the heating season.
- Your furnace or boiler needs air to work properly. Don't close it off with walls, debris or other obstructions.



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

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Avis important. Veuillez traduire immédiatement.  
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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.

