

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

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 no 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 us immediately at **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 call **911**. Don't assume someone else will call.

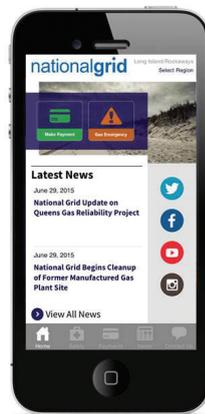


Connecting with us on the go.

Visit either the National Grid app or the mobile website 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 **nationalgridus.com** from your mobile device.



Prepare for colder weather with the Budget Plan.

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. Visit **www.nationalgridus.com** for more information, and to enroll.

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



How to enroll
Visit **nationalgridus.com** and sign into your account or call Customer Service, **1-800-930-5003**.

Plant a tree to save energy, but call 811 first.



Know what's below.
Call before you dig.

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.

There is 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. View all bill pay options by visiting www.nationalgridus.com and clicking the green pay bill button.



What you and your family should know about carbon monoxide.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. When fuels such as natural gas, butane, propane, wood, coal, heating oil, kerosene, and gasoline don't burn completely, they can release carbon monoxide into the air. Common sources include malfunctioning forced-air furnaces, kerosene space heaters, natural gas ranges, wood stoves, fireplaces and motor vehicle engines. If you suspect carbon monoxide is present, go outside immediately and call **911**.



1. Install Underwriters Laboratory (UL) approved home carbon monoxide detectors on every floor of your home. Follow the manufacturer's installation instructions.
2. Check chimneys and flues for debris, bird nests and other blockages, and have them cleaned periodically.
3. Be sure space heaters and wood stoves are in good condition, have adequate ventilation and are used in strict compliance with the manufacturer's instructions.
4. Never use a gas range for heating or burn coal or charcoal in an enclosed space.
5. Never cover slots or holes in the bottom of the oven with spill pans or foil that can block airflow in the oven.
6. If you use a back-up generator to supply power during an outage, be sure to operate it outdoors.
7. Know that open windows do not provide sufficient ventilation to safely operate a generator indoors.

The symptoms of carbon monoxide poisoning are similar to those of the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control.

Prepare to save energy during the colder days ahead.

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

- Clear chimneys and flue vents and have your fireplace checked.
- Make sure your gas appliances 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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Si prega di tradurla.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



Smell gas. Act fast.
Call 1-800-490-0045
or 911.