

WeConnect

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



For help managing winter energy bills visit ngrid.com/billhelp

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

Customer Service
1-800-930-5003

Managing cold weather energy costs.

You have more control over your winter energy bills than you might think. Here are tips for managing those cold weather costs.

1. Mind your furnace.

Don't let furnace filters be out of sight, out of mind. Dirty filters restrict airflow and decrease efficiency, which can drive up your bill. Replace or clean filters once a month during the heating season.

2. Lower your water heater's temperature.

Many water heaters are set higher than they need to be, sending dollars down the drain. Lower your water heater's temperature to 120°F and reduce your water heating costs.

3. Purchase a Wi-Fi enabled thermostat.

A Wi-Fi enabled thermostat allows you to control your home's temperature remotely from your smartphone, tablet, or laptop. Ideal for homes and apartments, these thermostats allow you to preset higher temperatures in the summer and lower temperatures in the winter when you're away from home or asleep. Using them can lower your energy bill by up to \$180 a year. National Grid offers a \$75 rebate to help make this purchase more affordable.

For more information, visit ngrid.com/save or call **1-877-316-9491**.

4. Enroll in the Budget Plan.

The Budget Plan* helps make it easier to manage your household energy payments each season by taking "peaks and valleys" from energy bills. The Budget Plan spreads your projected annual energy usage costs 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 outstanding balance.



How to enroll

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

Smell gas. Act fast.

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. Everyone should leave the house immediately. Once you are in a safe area, call us 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 hear a hissing, roaring or whistling sound, leave the area and call **1-800-490-0045** or call **911**. Don't assume someone else will call.

Protect your family from carbon monoxide.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless.

- Before the heating season begins, have your heating system checked by a licensed master plumber.
- 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.
- If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**.

To ensure your service is complete, please restrain pets.

In an attempt to keep our employees safe, we ask that you properly restrain your pets prior to our arrival. Failure to do so could delay our ability to complete the service order.

TTY service available.

Customers who use text telephones can call us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will contact National Grid's Customer Service.

Please report suspected gas theft.

Thieves who steal energy by tampering with or bypassing meters or piping put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.

Help a friend or loved one remember to pay their bill.

With our Third Party Notification Program, any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should their National Grid account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem. This service provides helpful protection during times of extended absences from home or during illness. Call **1-800-930-5003** for details.

Where to look for payment assistance this winter.

If you are having difficulty paying your utility bill, there are payment assistance options that may be available if you qualify.

Project Warmth

Project Warmth is a community-based partnership between National Grid, local businesses and not-for-profit agencies designed to help Long Island's families suffering from recent financial hardships to meet their heating needs, regardless of fuel type. For further information, call Project Warmth at Long Island's United Way at **211** or **1-888-774-7633**.

Residential Reduced Rate

Qualified customers can get a reduction on the gas delivery charge portion of their bill. You must be a National Grid customer and receiving other benefits like HEAP, Medicaid, Food Stamps, Supplemental Security Income or other similar assistance. To apply call **1-800-930-5003**.

Holiday Cards for Heroes.

National Grid employees spread cheer to our dedicated servicemen and women through our annual Holiday Cards for Heroes campaign. The cards, designed by young artists, are sold to employees who write notes of thanks. The cards are delivered to The United Service Organizations, Inc. for distribution to locations as far away as Kandahar, Afghanistan. Last year the program raised \$10,000.



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Avis important. Veuillez traduire immédiatement.
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Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
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**.