

WeConnect

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



Take control of seasonal bills. Visit ngrid.com/billhelp.

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

Customer Service
1-800-930-5003

Be carbon monoxide aware.

Carbon monoxide (CO) is a highly poisonous gas that is colorless, odorless and tasteless. Symptoms of carbon monoxide poisoning are similar to the flu and may include headaches, dizziness, weakness, sleepiness and nausea. Common sources of CO include improperly used or incorrectly vented fuel-burning appliances such as stoves, furnaces, water heaters and fireplaces.

Here's what to do to stay safe:

- Have all heating equipment checked yearly by a professional.
- Install at least one UL listed CO detector in your home near bedrooms.
- Never use a gas range for heating.
- Never use generators indoors.
- If your carbon monoxide alarm sounds go outside immediately and call **911**.

Small steps to safety.

Winter walking means icy sidewalks, snowy paths and more. There are several steps you can take to enjoy a safe season:

- Avoid distractions from your phone or other hand-held device.
- Avoid shortcuts and snow-covered areas. Always aim for cleared sidewalks, paths and parking areas.
- Use caution when stepping from one level to another.
- Wear boots or anti-slip footwear.
- Take small steps when slippery surfaces can't be avoided.
- Use handrails and guiderails.
- Maintain three points of contact whenever possible.
- Distribute weight of bags evenly for balance and keep hands out of pockets.



Manage energy bills with Budget Plan.

With new delivery rates scheduled to take effect Jan. 1, National Grid's Budget Plan can help you manage your budget as energy bills are spread evenly over the course of the year.

To qualify your account must be current with no outstanding balance. For help managing bills visit ngrid.com/billhelp.

Payment options available.

Whether you choose to pay your bill in person or you want to skip lines and pay online the choice is yours – simply visit nationalgridus.com and choose ways to pay. You can also go paperless at www.doxo.com/nationalgrid.

Keep current with Third Party Notification.

Customers can designate a relative, trusted friend or an agency to be a caregiver and receive copies of notices should an account become overdue. Visit nationalgridus.com.

Remember to clear snow and ice from meters.

Winter weather can result in the buildup of snow and ice on your meter. Please consider adding the following to your winter safety checklist:

- Clear snow and ice around gas meters.
- Mark meter if located near snowplow path.
- Remove icicles on overhangs that could fall and damage meters and pipes.



Safety tips for dryers.

Promote energy efficiency and keep your dryer running properly by cleaning the filter. Failure to do so can pose a safety hazard. Here are some other tips to maintain efficiency:

- Inspect dryer and dryer vents every two to three years and clear any dirt or lint buildup.
- Replace plastic or vinyl exhaust hoses with rigid or flexible metal venting.
- Clear outdoor vent trap from snow and other debris.
- Clean the dryer filter after each use.
- Dry full loads of laundry and you could save \$7 each month.

And when it's time to upgrade be sure to visit nationalgridus.com for the latest on rebates for energy efficient appliances.

Stay comfortable and manage costs during cold weather.

Feeling the chill? Windows and doors can be responsible for up to 25 percent of winter heat loss in a typical home. Installing affordable weather-stripping on windows and doors can help keep cold air out. Also, you can:

- Use rolled up towels at bottom of exterior doors (including garage access doors) to reduce leakage.
- Install plastic or metal strips called sweeps at the bottom of exterior doors.
- Install compressible foam (labeled for doors) around exterior doors to create a tight seal.

Visit ngrid.com/save to learn about rebates for Wi-Fi thermostats and heating equipment.



Power to Serve: Habitat for Humanity

National Grid is proud to be a platinum tier sponsor of Habitat for Humanity, a national organization that believes everyone deserves a healthy, affordable place to call home. The organization's mission echoes our values and we are honored to have our employees put time and effort into building homes right here in the Long Island community we serve. Visit habitat.org/ for more.

In our community



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.

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