

# WeConnect

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



Visit [nationalgridus.com](http://nationalgridus.com) for safety tips on water heaters and more.

Gas Emergency  
**1-800-490-0045**  
or call **911**  
Customer Service  
**1-800-930-5003**

## Managing your bill

National Grid has options available when it comes to paying your utility bill that can even out your monthly balance, give you assistance as needed, or simply give you more time.

### **Keep payments steady with the Budget Plan.**

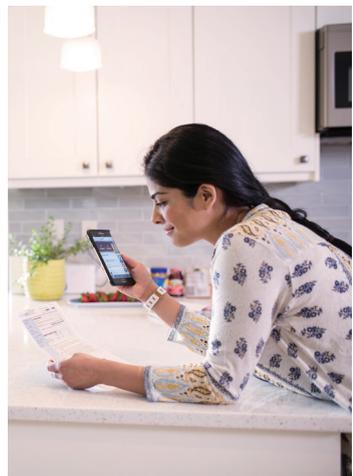
Spread your billing costs evenly throughout the year with our Budget Plan. You still pay for the same amount of energy, but your use is divided by 12 months to determine your monthly payment.

With the Budget Plan you get the same convenient payment options, including automatic payment. To qualify, your account must be current with no overdue balance.

### **Payment assistance eases strain of energy costs.**

#### *Project Warmth provides families with comfort.*

A community-based partnership, Project Warmth is designed to help Long Island families struggling from recent financial hardships. National Grid, local businesses and not-for-profit agencies have teamed up for this effort. Call United Way of Long Island at **211** or **1-888-774-7633** or visit [211longisland.org](http://211longisland.org) for a referral.



#### *Residential Reduced Rate*

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

#### *Consumer Advocates*

Our Long Island-area Consumer Advocates assist low-income, payment-challenged, and special needs customers meet home energy needs by discussing available programs and services. Call **1-800-266-1923** to find an advocate in your area.

### **If you need more time, we have a plan.**

Can't pay your bill on time? Our collection agreement and payment agreement can allow you more time to pay your bill.

Visit [nationalgridus.com](http://nationalgridus.com) to explore payment plans, extensions and related services.

## Change is coming to in-person payment options.

Effective Jan. 1, 2018, National Grid will offer more gas payment location options for our customers and will no longer have bills processed at PSEG Long Island Customer Service Centers. To make in-person payments visit:

<b>Brentwood</b> 1650 Islip Ave.	<b>Bellmore</b> 2400 Sunrise Hwy.	<b>Western Union Locations</b> Long Island/New York City
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We are waiving the \$1.15 fee for payments made in cash, check, or money orders at participating Western Union locations in Long Island and New York City. Visit [Ngrid.com/li-payment-locations](http://Ngrid.com/li-payment-locations) for a list of Western Union locations.



## Create a cozy home this winter.

Contact the Home Energy Affordability Team (HEAT<sup>SM</sup>) to help you manage energy costs and increase the comfort and safety of your home. HEAT<sup>SM</sup> provides income-qualified National Grid gas customers with a no-cost home energy assessment that may lead to additional no-cost measures to improve energy use. E-mail [NGridLIHEAT@clearesult.com](mailto:NGridLIHEAT@clearesult.com) or call **1-844-375-HEAT (4328)** to learn more.



## Safety



### 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 (including pets) should leave the house immediately.

If you smell gas outdoors, and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak.

Once you are in a safe area, call **1-800-490-0045** or call **911**. Never assume someone else will call.



## Tougher penalties help protect utility workers.

The State of New York has laws in place to better protect our field workers who face a number of challenges. Any action by a member of the public that prevents a utility worker from performing their job, or causes the worker physical injury, is considered a felony.

## For faster service keep pets in check.

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.

## In our community



### Many hands contribute to mission of giving.

National Grid employees, members of IBEW Local 1049's Chapter of Electrical Workers Minority Caucus, have been busy volunteering in the Long Island area – from repairing offices for Thursday's Child organization to sorting and packaging goods at LI Care's Hauppauge warehouse. EWMC works to promote employment and equal opportunities for all, and to motivate members to be active in Local Union affairs and in the communities. Visit [ournationalgrid.com](http://ournationalgrid.com) to learn more about outreach efforts.



National Grid employees (IBEW members) are sorting and packaging donated items at LI Care's Hauppauge warehouse.

## Helping out is part of the job.

Thank you to more than 300 National Grid employees for traveling to North Carolina and Florida, supporting Duke Energy and Tampa Electric with hurricane restoration efforts. We are proud to provide mutual aid to those in need and thank employees and their families for supporting this effort.



Multi-family, apartment or business complex owners please post.

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.



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