

nationalgrid

# weconnect

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

Gas Emergency

**1-800-490-0045** or **911**

Customer Service

**1-800-930-5003**

[ngrid.com](http://ngrid.com)



winter 2020

## Be Ready for Winter!

### We have useful tips and programs to help you reduce your natural gas use and save.

With the cold winter months upon us, we want to ensure that you have the information you need to enjoy safe, uninterrupted access to natural gas.

While we're pleased to have secured new short-term natural gas supplies for this winter, during extremely cold days the demand for natural gas is at its highest, and may come close to the amount our system can provide. That's why conserving natural gas is so important. You can help lower the demand on our system and save at the same time!

At National Grid we're here to help. We offer a variety of conservation tips, energy efficiency incentives and rebates you can take advantage of to save. We also have billing and payment options to help you manage monthly energy costs.

Conserving natural gas is a great way to save energy and money and supports our primary responsibility and commitment to provide you with safe, reliable gas service this winter.



### Winter saving and safety checklist

**Energy Efficiency** – Space heating can take up as much as 50% of your home's energy budget and water heating can take another 15%. New high efficiency equipment can save energy and money. Check out our new, enhanced rebates and discounts.

**Conservation Tips** – Making small changes in your daily activities can save energy and money. We have many no-cost/low-cost ways to help you save.

**Help with Winter Bills** – We have a Budget Plan that spreads your annual gas costs into more manageable monthly payments. We also offer financial assistance programs for income-eligible customers.

**Safety** – When temperatures drop, and snow begins to fall, it's important to be aware of safety precautions to help keep you and your family safe. For safety tips, visit [ngrid.com/safety](http://ngrid.com/safety).

To learn more, visit [ngrid.com/winter](http://ngrid.com/winter)

# Payment assistance

## Home Energy Assistance Program (HEAP)

HEAP assists income-eligible customers with winter heating bills.

## Energy Affordability Program (EAP)

Customers who apply for and receive HEAP receive an automatic monthly credit on their bill through EAP. You may also qualify if you receive:

Medicaid, Child Health Plus, Food Stamps (SNAP), Safety Net Assistance, Supplemental Security Income (SSI), Veteran's Disability Pension, Temporary Assistance for Needy Families (Family Assistance), Veteran's Surviving Spouse Pension

Visit  
[otda.ny.gov/  
programs/heap](https://otda.ny.gov/programs/heap)

For more information, call  
**1-718-403-2216**  
or email [EAPLI@  
nationalgrid.com](mailto:EAPLI@nationalgrid.com)



## The 2020 census is coming soon.

April 1, 2020 is census day — an opportunity to get involved and to help shape the future of your community. For more information visit [www.ny.gov/programs/2020-census](https://www.ny.gov/programs/2020-census)



## Project Warmth can help with heating bills.

Project Warmth covers Long Island families struggling from recent financial hardships. Dial **211** or **1-888-774-7633**, or visit [211longisland.org](https://211longisland.org)



## Keep meters clear of ice and snow.

The buildup of ice and snow around or over natural gas meters, regulators and pipes can pose a serious safety risk. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.



## Carbon monoxide and methane detectors.

Two types of detectors can help you stay safe year-round. Carbon monoxide detectors sound the alarm when colorless, odorless CO is present. A residential methane detector signals when methane is in the air, a sign of a natural gas leak.



## Shop for energy-saving products online.

Saving energy is easy when you shop online at the National Grid Marketplace. There you'll find instant rebates on smart thermostats, water saving devices and more. Visit [marketplace.nationalgridus.com](https://marketplace.nationalgridus.com)

**Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at [ngrid.com](https://ngrid.com)**

Vea el enlace «seleccionar idioma» en [ngrid.com](https://ngrid.com)  
Voir le lien «sélectionner la langue» sur [ngrid.com](https://ngrid.com)  
Vedere il collegamento "seleziona lingua" su [ngrid.com](https://ngrid.com)

**Smell gas. Act fast. Gas Emergency?**  
**1-800-490-0045** or call **911**

Ver a ligação "selecionar língua" em [ngrid.com](https://ngrid.com)  
См. ссылку "Выбрать язык" на сайте [ngrid.com](https://ngrid.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [ngrid.com](https://ngrid.com)