

Fall 2024

weconnect

Energy news for our gas customers
in New York City

Prepare now for colder temperatures



With some planning and preparation now, you can keep your home comfortable and safe when colder weather returns. Taking actions to save energy where you can also helps control your costs.

If you're behind on your bill, we want to help you get back on track and maintain your service. Our specialists will help you set up a payment plan and connect you with resources if you need them.

▶ ngrid.com/hereforyou

Stay connected with us

Keeping your contact information updated with us helps us reach you in an emergency. To make sure we have your current email address and phone number on file, visit our website and click on **Sign In/Register** in the top right corner.

Registering online is fast and easy – and lets you view your bill, set up automatic payments, receive a personalized energy savings plan and more.

▶ ngrid.com/myaccount

Explore our
weconnect+
digital newsletter for more
customer news, videos and
energy efficiency tips. Scan
the QR code to check it out.



Customer Service:

1-718-643-4050



Contact us if you suspect a shared meter. A shared meter is illegal, and building owners can incur large fines. Tenants should only pay for the gas provided to their dwelling or areas under their control.

Smell gas? Act fast.

Gas Emergency:

911 or 1-718-643-4050

24 hours a day, 7 days a week



Gas Safety Tips:

- Take steps to avoid carbon monoxide poisoning:
 - ▶ 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 a generator indoors
- When renovating or performing fall yard cleanup, always keep your outside gas meter out of harm's way.

▶ ngrid.com/gassafety

Energy Affordability Program (EAP)

Our Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill discount that is automatic with receipt of a Home Energy Assistance payment and continues for those who apply for HEAP annually.

► ngrid.com/discount
or call **1-718-403-2216**

Choose your payment option

We offer a number of convenient options to pay your bill including paperless billing, online billing, automated payments and more.

► ngrid.com
select *Ways to Pay*

Tips for paying your bill in person

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly.

Remember to bring your bill and keep your receipt.

► ngrid.com/nycbillpay

It's easy to check your rates.

► ngrid.com/servicerates

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.

Это очень важное сообщение. Пожалуйста,

попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.

Energy-savings spotlight

- Install an ENERGY STAR® certified smart thermostat, which can save you up to \$180 a year.
- Save instantly with discounts on select energy-saving products at your local hardware stores, Lowe's, and Home Depot.

► ngrid.com/saveathome



Seasonal savings tip

Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.

Report energy theft

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.

► ngrid.com

Our Communities. Our Commitment.

► ngrid.com/project-c



Stay alert to scams

Scams can happen at any time. To protect yourself, learn more.

► ngrid.com/scam

Inspect natural gas pipes regularly

As a natural gas customer, you're responsible for maintaining all gas lines that begin at the outlet of the gas meter and extend above or below ground on your property. Used for outdoor appliances, generators and more, buried gas lines can corrode or leak if not properly maintained.

- Periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert.
- If unsafe conditions are found, have the pipeline repaired immediately.

► ngrid.com/gassafety

For predictable monthly payments based on your usage, consider the Budget Plan.

► ngrid.com/hereforyou

Watch for HEAP opening in November.