

Winter 2025

weconnect

Energy news for our gas customers
in New York City



All winter long, we're here for you

We understand that managing winter energy bills can be a challenge, especially as other household expenses remain high.

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.

Explore all the ways we can help – whether you own or rent your home or run a business – at ngrid.com/hereforyou

Stay alert to scams

We perform all upgrade and inspection work at no cost to you. Please be alert to anyone seeking to extort money for unneeded “pre-inspections” or similar fraudulent offers.

▶ ngrid.com/scam

My Account

Keeping your contact information up-to-date helps us reach you when needed.

▶ ngrid.com/myaccount

Explore our

weconnect+

digital newsletter — packed with customer news and information, energy efficiency tips, videos and more! Scan the QR code to check it out.



Gas Emergency

911 or 1-718-643-4050

24 hours a day, 7 days a week



- ▶ Smell gas? Act fast.
- ▶ Prevent carbon monoxide poisoning. Have all heating equipment checked yearly by a professional.

More Safety Tips:

- ▶ To save energy — and prevent burns — set your water heater temperature to 120 degrees F.
- ▶ Keep meters clear. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.
- ▶ Have your dryer's gas line and connection inspected by a professional annually to ensure it is operating safely.

Customer Service

1-718-643-4050



- ▶ Third-party notification: Call us to designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

Budget Plan

For predictable monthly payments based on your usage, see if the Budget Plan is right for you.

▶ ngrid.com/hereforyou

Find assistance

The **Home Energy Assistance Program (HEAP)** helps income-eligible customers with home heating bills. Learn more at <https://otda.ny.gov/programs/heap> or call your local Human Resource Administration (HRA) or the NYC HEAP at **1-718-557-1399**.

Emergency HEAP provides additional funding toward heating bills for eligible applicants. If you have received a Regular HEAP grant, you can apply for Emergency HEAP by telephone.

Energy Affordability Program (EAP) provides a monthly bill discount, is automatic with receipt of a HEAP payment. The EAP discount continues for those who apply for HEAP annually. To learn more visit ngrid.com/eapnyc or call **1-718-403-2216**.

Neighborhood Heating Fund is a National Grid program administered by HeartShare Human Services of NY to help qualified households meet home heating needs. The program opens in February. Customers may apply once per year after they have received all HEAP assistance. For information on how to apply, call **1-718-422-4207**.

We're committed to the customers and communities we serve

Have a neighborhood event or project, or an idea for one? Let us know how we can get involved.

► ngrid.com/project-c



Special protection available for eligible households



We provide special protections programs for elderly, blind, and disabled persons, persons with medical emergencies, and persons who rely on electrically operated life-sustaining equipment.

► ngrid.com/ny-specialprotections or call **1-718-643-4050**.

Savings spotlight

Save energy at home, whether you rent or own, with our assessment program that may qualify you for up to \$200 in products. Also find in-store discounts on select energy-saving items at Home Depot or Lowe's.

► ngrid.com/nyc-gasheating

Paying online

- Register for an online profile to pay from your checking or savings account.
- Pay by credit/debit card with Speedpay. Fees may apply.
- Set up automated payments from your bank account.

► ngrid.com/payonline

Prevent cold stress

Older people, infants and people with chronic illness can be vulnerable to cold stress, even indoors.

► ngrid.com/stormsafety



Your option to choose an energy supplier

The NaturalChoiceSM Program gives qualifying residential and business customers the power to choose their natural gas supplier (energy services company). No matter who you choose as your supplier, we will maintain the local gas distribution network and are available 24/7 for gas emergencies.

► ngrid.com/nycsupplieroptions

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.
這是一個重要的通知。請翻譯一下。
هذا إخطار مهم. نترجى ترجمته.
এটা একটা গুরুত্বপূর্ণ বজ্ঞিএপ্ততি। অনুগ্রহ করে এটি অনুবাদ করে ননি।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
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