

Spring 2025

weconnect

Energy news for our gas customers
in New York City

Here for you with solutions to help manage your gas bill

We are starting to see the first signs of spring after a long, cold winter across New York. We recognize it's been challenging managing higher gas bills alongside rising costs for other household expenses.

We are committed to delivering safe and reliable natural gas to you and the communities we serve. We offer various programs and services to help you manage your energy bill and access financial assistance if needed.

Explore all the ways we can help at
▶ ngrid.com/hereforyou

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

Check automatic payments

Help avoid payment issues: periodically review and update your account information with your banking institution.



▶ ngrid.com/payonline

Gas Emergency:

911 or 1-718-643-4050

24 hours a day, 7 days a week



▶ Smell gas? Act fast.

▶ 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

Customer Service:

1-718-643-4050



▶ Know how to spot a scam.

Every National Grid employee and all contractors doing work for us carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in. If you feel you are in immediate danger, call **911**.

If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. Call **811** or **1-800-272-4480** or visit **NewYork-811.com**

Examples of private underground utility lines include:

- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing

► ngrid.com/gassafety



Energy-savings spotlight

Discover where your home may be losing energy with a no-cost home energy assessment.



You will receive:

- A personalized report and recommendations
- Up to \$200 in energy-saving products

► ngridsavings.com

Choose the right tree to reduce energy use

For cooling shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home. Be sure to plant away from overhead lines and call **811** before digging (see left). For help choosing the right tree, check your local nursery.



Hablamos su idioma

National Grid se complace en ofrecerle los mensajes de las facturas y otras comunicaciones en español. Llámenos al **1-718-643-4050** para escoger esta opción gratis. Usted puede hablar también con un representante Hispano o utilizar nuestros servicios automatizados de teléfono, que están también disponibles en español.

► ngrid.com seleccione *español*



Register for an online profile to pay from your checking or savings account, or pay by credit/debit card with Speedpay. Fees may apply. Learn more at

► ngrid.com/payonline

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 immediatement.

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.