

nationalgrid

weconnect

Energy news for our gas customers in New York City

Gas Emergency  
**911** or **1-718-643-4050**

Customer Service  
**1-718-643-4050**

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



fall 2019

## Supporting community literacy programs.

Our employees supported The Book Fairies, an organization dedicated to promoting reading. We filled 40 large boxes with donations that will be used to supply, maintain and refresh bookshelves in underserved communities. Visit [thebookfairies.org](http://thebookfairies.org) to learn more.

## Shared meters are illegal.

Please 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 that is provided to their apartment or areas under their control.

## Use an authorized agency when paying in person.

Use an authorized payment agency to ensure payments are made on a timely basis and your account is being credited properly. When paying in person bring your bill and always keep receipts. Visit [ngrid.com/nycbillpay](http://ngrid.com/nycbillpay) for more options.



Never hang items from gas pipes. Doing so could weaken joints, causing a leak.



Smell gas. Act fast. Leave the area and call **911** or **1-718-643-4050**. Never assume someone else will call.



It's easier than ever to check your rates.  
[ngrid.com/servicerates](http://ngrid.com/servicerates)

## Programs to help you manage your bill.

### Balanced Billing

Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments.

Visit [ngrid.com/balancemybill](https://ngrid.com/balancemybill)

### Energy Affordability Program

EAP provides a bill credit for income-eligible customers who receive HEAP, Medicaid, Food Stamps, Supplemental Security Income, or similar assistance.

Visit [ngrid.com/discount](https://ngrid.com/discount) or contact **1-718-403-2216**.

### Neighborhood Heating Fund

This program covers customers in Brooklyn, Queens and Staten Island who meet New York State HEAP guidelines. The program runs December until March.

Visit [ngrid.com/discount](https://ngrid.com/discount) or contact **1-718-422-4207**.



### Consumer advocates

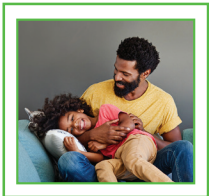
Our advocates connect income-eligible customers experiencing financial hardship to programs and services that can help lower energy costs.

Call **1-718-643-4050** to connect with an advocate in your area.



## Take steps to avoid carbon monoxide poisoning.

To protect yourself from carbon monoxide (CO) poisoning, schedule a heating system checkup with a licensed master plumber. Also, check to see if your CO detectors are working properly. If your detector sounds, go outside immediately and call **911** or **1-718-643-4050**.



## Upgrade your heating equipment to increase comfort.

Fall is the perfect time for existing gas heating customers to upgrade outdated heating equipment to newer, more energy-efficient models. Doing so will save you as much as 30% on energy bills, reduce maintenance, and improve the comfort of your home.

Visit [ngrid.com/nycsavingstips](https://ngrid.com/nycsavingstips) for more.



## Call us before starting home remodeling.

Contact us at **1-718-270-0220** prior to beginning major renovations to your home. If you're looking to expand your natural gas service in Brooklyn or Queens, we will not be able to meet your request unless the Northeast Supply Enhancement Project (NESE) is approved and comes online.

## Bill access anytime, anywhere.

When you go paperless, your energy bill arrives via email, providing a secure way to pay.

Visit [ngrid.com/enroll](https://ngrid.com/enroll)

**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?**  
call **911** or **1-718-643-4050**

Ver a ligação "seleccionar 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)