

Winter 2025

weconnect

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



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 1-800-490-0045
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

1-800-930-5003



- ▶ 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 when you need it

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 DSS County or the OTDA Hotline at **1-800-342-3009**.

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.

Enrollment in our **Energy Affordability Program (EAP)**, which 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/eapli or call **1-718-403-2216**.

Project Warmth helps Long Island families struggling from recent financial hardships and unable to pay their heating bills. Visit www.unitedwayli.org

For added support, visit ngrid.com/consumeradvocates or call **1-800-930-5003**.

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/li-specialprotections or call **1-800-930-5003**.

Savings spotlight

If you have a ceiling fan, you can save energy by simply flicking a switch on the side of your fan. In winter, set the blades to spin clockwise to push warmer air downward. Reverse the setting when warm weather returns for easy home cooling.

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/nycsuppleroptions

This is an important notice. Please have it translated.

Este è 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. نرجو ترجمته.
এটা একটা গুরুত্বপূর্ণ বজ্রিঞপ্ততি অনুগ্রহ করো এটা অনুবাদ করো ননি।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
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