

Fall 2026

weconnect

Energy news for our gas customers
in New York City

We're Here for You This Fall

As temperatures begin to drop, we're here to help you stay comfortable and in control of your energy costs. Find practical energy-saving tips, resources, and programs designed to support you throughout the heating season.

► ngrid.com/hereforyou

Financial Assistance May Be Available

We know that energy affordability is important. Depending on your household income and eligibility, you may qualify for bill discounts, grants, payment assistance, or other protections to help keep energy affordable.

► ngrid.com/billhelp

Investing in Our Communities

Through our Grid for Good program, we're helping strengthen communities by supporting local organizations, volunteer efforts, workforce development, and environmental initiatives.

► ngrid.com/gridforgood

Turn Energy Insights Into Savings

Understanding how your home uses energy can help you make informed decisions. **Green Button Connect** gives you the option to securely share your energy usage data with trusted third-parties that can help you explore savings opportunities and plan future upgrades.

► ngrid.com/greenbutton

Customer Service:

1-718-643-4050



Gas Emergency:

Smell gas? Act fast.

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 carbon monoxide 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

Keep Your Information Up to Date

Having your current email address and phone number on file helps ensure you receive important account and service updates when you need them.

► ngrid.com/myaccount

Energy Affordability Program (EAP)

If you're eligible, our Energy Affordability Program (EAP) can help lower your monthly energy bill. Customers who receive a HEAP benefit are automatically enrolled and can continue receiving the discount by renewing their HEAP application each year.

► ngrid.com/eapnyc

HEAP applications open in November.



► mybenefits.ny.gov/mybenefits/

Take the Surprise Out of Monthly Bills

We understand that managing household expenses can be challenging. The Budget Plan spreads your energy costs throughout the year so you can count on more predictable monthly payments.

► ngrid.com/budgetplan

Your Energy Rate Matters

Did you know your energy rate can impact your bill? Take a moment to review your rate code, located on your bill below your account number, to confirm it's the right fit for your account.

► ngrid.com/servicerates

Seasonal Energy-Saving Tips

Small changes around your home can help improve comfort and reduce energy use this season.

- Check for and seal air leaks around windows and doors.

- Schedule heating system maintenance and replace filters regularly.
- Adjust your thermostat settings to match your schedule and the weather.

► ngrid.com/saveathome

Get Rewarded for Saving Energy

Connected**Solutions** offers an easy way for you to earn rewards and manage your energy bill. On peak winter days, your enrolled smart thermostat may briefly adjust to save energy—no action needed from you.



Stay Alert to Scams



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

► ngrid.com/scam

Know What's Beneath Your Property

You are responsible for maintaining any buried natural gas lines on your property. Having regular inspections by a qualified contractor or specialist can help identify potential issues early and support the safe operation of your gas service.

► ngrid.com/gassafety



Shared Meters Are Illegal

If you suspect your meter is shared with another unit, we're here to help. Tenants should only be billed for the gas used in their home or areas under their control. Shared meters are illegal, and property owners may be subject to penalties.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase 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 hãy dịch thông báo này.
這是一個重要的通知。請翻譯一下。
هذه ملاحظة هامة. من فضلكم اترجموها.
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
סעודתעביא עטיב. גאדנא עקיסיוויא זיא דאד