

# Restoring your natural gas service

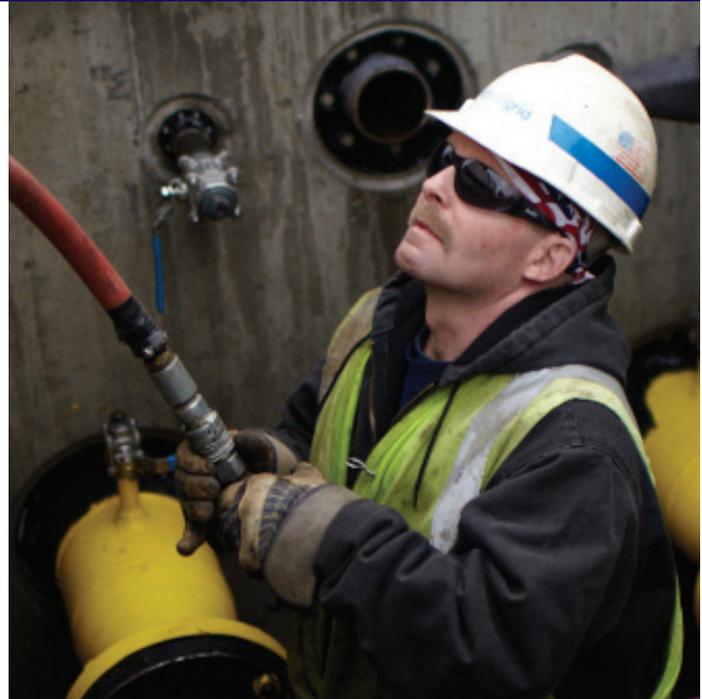
If your home was flooded and any natural gas fuel equipment was impacted as a result of Hurricane Sandy, repairs to or replacement of your heating system or other equipment may be needed before natural gas service is restored. It is our goal to restore your natural gas service as safely and quickly as possible.

These steps will be required to restore service:

1. National Grid will visit your location to determine the condition of our equipment (such as the meter) and will also assess the condition of customer-owned equipment such as the boiler, water heater or furnace. Contact us at the telephone numbers below to arrange a visit.
2. If the inspection determines that your appliances were **not** damaged and can be used safely, and you have safe electric power, we will relight your equipment.
3. If it is determined that the appliances were damaged or otherwise not deemed safe for operation, a warning tag will be placed on the appliances and the gas system shut down.
4. Contact a licensed electrician in order to certify that your electricity can be restored.
5. Once your electricity is restored, contact a licensed plumber to assess/repair/replace damaged appliances. A list of licensed plumbers for your area is available on [www.nationalgrid.com](http://www.nationalgrid.com). *Please note, National Grid does not repair customer-owned gas appliances. Assistance may be available. Please see the reverse side.*
6. After the repairs have been made, please call:  
**1-718-643-4050** (Brooklyn, Queens, Staten Island) or  
**800-930-5003** (Long Island and the Rockaways)  
to schedule an appointment to relight the equipment.

#### Please Note:

- Customers must be present in the household for:
  - Repairs/replacement of our equipment if it is located within the household
  - Inspection, if needed
  - Relights of appliances
- If there is an electric pilot, electricity must be restored to the home before gas appliances will operate.



**Flood waters can permanently damage gas and electrical equipment. Even if the equipment dries out, contaminants can affect electronics and moving parts. Corrosion is likely and is often hidden where it cannot be seen. This can lead to failures and can cause fires, even if the equipment appears intact and functions after drying out. Please consult professional electrical, heating and cooling service providers. Replacement is the preferred remedy.**

# Questions and answers

## National Grid Sandy Relief Program

National Grid is offering a Customer Assistance Program to our natural gas customers who have been most seriously impacted by Hurricane Sandy in Long Island and New York City. The following Q&A addresses this program.

### Q: Who is the Gas Customer Assistance Program – Phase One for?

A: For our natural gas customers affected by Hurricane Sandy on Long Island, the Rockaway Peninsula and New York City.

### Q: Who is eligible for this program?

A: National Grid residential property owners within National Grid's natural gas service territory on Long Island (including the Rockaway Peninsula) and in New York City; and the home has not been declared uninhabitable by the Federal Emergency Management Association (FEMA) and National Grid has placed a warning tag on a furnace, boiler or hot water heater, meaning that the equipment is unsafe for relight and operation until repair or replacement is made.

### Q: What type of assistance is National Grid offering?

A: There are two tiers in phase one of this program.

#### Tier 1

For all eligible customers, National Grid will credit their natural gas bill in the amount of \$150. The primary purpose of this assistance program is to help with repairs/and or replacement of damaged furnaces, boilers or water heaters.

#### Tier 2

In addition to the \$150 credit, for our most vulnerable customers receiving benefits under Home Energy Assistance Program (HEAP) who also meet the eligibility above, additional assistance may be available.

### Q: Where can a HEAP customer get more information about this program?

A: HEAP-eligible residential property owners should call **1-877-MY-NGRID (1-877-696-4743)**.

For more information, visit us at [www.nationalgrid.com](http://www.nationalgrid.com) and like us on Facebook and Twitter.



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Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.