

Winter 2026

weconnect

Energy news for our electric and gas customers in upstate New York

We're here for you this winter

We offer a variety of services and solutions to help you manage your energy costs this winter. Explore your options and discover what support we have available.

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 extra resources if you need them.

► ngrid.com/hereforyou

Stay alert to scams

Utility scams are on the rise, over the phone and in-person. Please be alert to anyone seeking payment for unneeded "pre-inspections" or similar fraudulent offers. We perform all upgrade and inspection work at no cost to you.

► ngrid.com/scam

MyAccount

Keeping your contact information up-to-date helps us reach you when needed.

► ngrid.com/myaccount

Is your meter due for inspection?

We are committed to providing safe and reliable service. If you receive notification that your gas meter or service line is due for an inspection, please schedule any necessary appointment(s) today.

► ngrid.com/inspect-uny

Gas Emergency

911 or 1-800-892-2345

24 hours a day, 7 days a week



► Smell gas? Act fast.

More Gas Safety Tips:

- 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.

Electric Emergency

1-800-867-5222



- Operate your backup generator safely.
ngrid.com/generators
- Assemble a storm kit including flashlights, a battery-operated radio (with extra batteries), basic first aid supplies, medications, and a small supply of water, food and baby supplies.
ngrid.com/stormsafety

Customer Service

1-800-642-4272



- Third-party notification: Call us to designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

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 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.

Energy Affordability Program (EAP) provides a monthly bill discount. Enrollment is automatic with receipt of a HEAP payment and continues for those who apply for and receive HEAP annually. Learn more at ngrid.com/eap

Care & Share is a National Grid program administered by HeartShare Human Services of NY to help qualified households meet home heating needs. Customers may apply once per year after they have received all HEAP assistance. For information on how to apply, call **1-855-852-2736**.

For added help visit ngrid.com/consumeradvocates

We're committed to the customers and communities we serve

Learn about our employee volunteerism and community engagement activities in your area.

► ngrid.com/gridforgood



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/ny-specialprotections or call **1-800-642-4272**.

Paying online

- Register for an online profile at ngrid.com/myaccount 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

Paying in person

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly.

Remember to bring your bill and keep your receipt.

► ngrid.com/billpay

Prevent cold stress



Older people, infants and people with chronic illness can be vulnerable to cold stress, even indoors.

► ngrid.com/stormsafety

For predictable monthly payments based on your usage, see if the **Budget Plan** is right for you. ► ngrid.com/hereforyou

To report an electric outage, text **OUT** to 64743 (NGRID) or visit ngrid.com/outage. Data rates may apply. Text **STOP** to cancel.



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 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. نترجى ترجمته.
এটা একটা গুরুত্বপূর্ণ বজ্রপত। অনুগ্রহ করে এটি অনুবাদ করে ননি।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
טצעערעביא עטיב. גאָאנאָ עקיסיון אַ זיא סאָא