

Summer 2024

weconnect

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



We're here for you this summer



Summer is here and so are we, with energy tips, ideas and solutions to help you keep your home cool and comfortable.

We can help too with safety recommendations on storm readiness and expert tips on using energy safely and efficiently. We also offer payment plans and programs making it easier to manage energy costs and access assistance from community support agencies when you need it.

- Schedule a no-cost Home Energy Assessment to save on energy costs and make your home more comfortable year-round.
- Consider our **Budget Plan** for predictable payments based on your usage.
- Explore easy ways to pay online using your bank account or automatic payment. Get started at ngrid.com or call us.

▶ ngrid.com/heretohelp

Account management made easy

Whether you're a residential customer or a business owner with multiple accounts, our mobile- and desktop-friendly web portal makes it easy to:

- Unify your accounts into one dashboard
- Monitor your energy usage
- Pay your bill seamlessly

▶ ngrid.com/myaccount



Customer Service:
1-800-642-4272



Gas Emergency:

911 or 1-800-892-2345
24 hours a day, 7 days a week



▶ Smell gas? Act fast.

More Gas Safety Tips:

- ▶ If you smell gas outdoors and see a white, cloudy mist, bubbles in standing water, and/or hear a hissing, roaring or whistling sound, it could be a gas leak. Don't hesitate – leave the area and call **911** or our gas emergency number right away.
- ▶ Call **911** or our emergency number if you come into contact with gas meters, piping or valves. Always keep power tools and lawn mowers away from gas systems.

Electric Emergency:
1-800-867-5222



Assemble a storm kit including flashlights, a battery-operated radio (and extra batteries), basic first aid supplies, medications, and a small supply of water, food and baby supplies.

▶ ngrid.com/stormsafety

Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated

Special protections 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/uny-specialprotections

Or call **1-800-642-4272**

nationalgrid MARKETPLACE

For instant rebates on smart thermostats and other energy-saving products for electric customers, visit the National Grid Marketplace.

► ngrid.com/shop

Energy-savings spotlight

Get cool summer savings with a smart thermostat that can help you save on cooling costs. With smart thermostat apps, you can change the temperature anywhere, anytime.



Contact 811 before you dig

Whether doing it yourself or hiring a professional, always call **811** to ensure underground public utility lines can be marked before digging projects. It's the law, and it can prevent loss of life, injury and property damage. Customers are responsible for ensuring all private utility lines are marked before excavation.

UDigNY: Call **811** or **1-800-962-7962**

► udigny.org



Peak demand days

Electricity use peaks during the hottest days of summer. When you use less energy on high demand days, you help manage the cost of energy, and protect the environment and infrastructure. You also help our communities stay safe and comfortable. Enroll your thermostat to earn rewards and save automatically.

► ngrid.com/connectedsolutions

Our Communities. Our Commitment.

► ngrid.com/project-c



Smart meters are the future

Smart meters improve service and reliability, and will give you more control over your energy usage to help save you money. It's all part of our ongoing commitment to empower customers.

Currently we're installing new smart meters across portions of upstate New York. You'll receive information and advance notice as we approach your area.

► ngrid.com/smartmeter

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 hãy dịch thông báo này.
這是一個重要的通知。請翻譯一下。
هتجرت نعت مهم راطنًا اذه
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
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