

winter 2020

nationalgrid

weconnect

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

Gas Emergency **1-800-892-2345** or **911**

Electric Emergency **1-800-867-5222**

Customer Service **1-800-642-4272**

ngrid.com



The 2020 census is coming soon.

April 1, 2020 is census day — an opportunity to get involved and to help shape the future of your community. For more information visit www.ny.gov/programs/2020-census



Help staying warm this winter.

Care & Share is an upstate NY program administered by HeartShare Human Services that provides emergency financial assistance to National Grid HEAP eligible customers who have exhausted HEAP assistance. The program opens Feb. 4 until funds run out. Visit ngrid.com/discount and select “Grant Programs”.



Use your backup generator safely.

While a backup generator can keep equipment and appliances running in the event of a power outage, it's important to operate it safely.

- Always consult with a qualified electrician before installing a generator.
- Never plug a generator directly into a wall outlet.
- Ensure that your generator has a transfer switch.
- Never install/operate a generator inside or near open windows or doors.



Report an electric outage.
Text **REG** to **64743**
(NGRID) or visit
ngrid.com/outage

Data rates may apply.



Never hang items from gas pipes. Doing so can weaken pipes, creating a hazard.



Designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

1-800-642-4272

Help for managing winter energy bills.

When the temperature drops, we offer programs to help you stay comfortable and tips for managing energy usage.

Visit [ngrid.com/winter](https://www.ngrid.com/winter) to learn more.

Energy-saving tips

Did you know... When buying new appliances, always choose ENERGY STAR® and save \$11-24 a month for the life of the appliance.

Budget Plan

Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments.

Energy savings programs

Enjoy rebates on efficient heating equipment, thermostats, and more.

Payment assistance and more time to pay

Find help with bills during times of financial hardship.

Home Energy Assistance Program (HEAP)

HEAP assists income-eligible customers with winter heating bills. Emergency HEAP opens Jan. 2 to income eligible households with a heating emergency (utility shut off notice required). HEAP also has a Heating Equipment Clean and Tune and a Heating Equipment Repair and Replacement programs. These programs are designed to help eligible customers keep their heating systems maintained. Visit otda.ny.gov/programs/heap/ to learn more.

Energy Affordability Program (EAP)

Customers who apply for and receive HEAP are automatically enrolled and will get a monthly bill credit. Visit ngrid.com/discount and select "Monthly Bill Credit - Energy Affordability Program" for more information.



Pick the payment option that's right for you.

We offer a variety of ways to pay your bill. Visit ngrid.com and select *Ways to Pay* for details on paperless billing, online billing, recurring payments, pay in person locations and more.



Improve your heating system's performance.

With a few simple steps you can improve your heating system's efficiency:

- Clear areas in front of vents.
- Use programmable thermostats to lower the temperature.
- Change your furnace filter regularly.



Carbon monoxide and methane detectors.

Two types of detectors can help you stay safe year-round. Carbon monoxide detectors sound the alarm when colorless, odorless CO is present. A residential methane detector signals when methane is in the air, a sign of a natural gas leak.

Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at ngrid.com

Vea el enlace «seleccionar idioma» en ngrid.com
Voir le lien «sélectionner la langue» sur ngrid.com
Vedere il collegamento "seleziona lingua" su ngrid.com

Smell gas. Act fast. Gas Emergency? 1-800-892-2345 or call 911

Ver a ligação "seleccionar língua" em ngrid.com
См. [илку "Выбрать язык" на сайте ngrid.com](https://ngrid.com)
Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com