

Summer 2025

weconnect

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

We're here with solutions to help manage your energy bills

Whether you are looking for ways to reduce energy use or need to get back on track paying your bill this summer, we have programs and services that can help.

For customers who have a past-due balance, our new **Payment Assistance Bundle** combines helpful solutions to make it easier to manage energy costs and pay down a past-due amount over a 12-month period. Features include:

- A **Deferred Payment Agreement** that spreads your past-due balance into future monthly payments.
- **Automatic Monthly Payments** that are automatically deducted from your bank account each month, so you never miss a due date.
- Our **Budget Plan**, which breaks down your annual energy costs into balanced monthly payments, making it easier to budget and plan your expenses.

► ngrid.com/hereforyou

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

Let us know if you rely on electrically operated life-sustaining medical devices, and you may be in immediate danger if your electric service is interrupted. Please fill out our Notice of Life-Sustaining Equipment form on our website and return it to:

**Credit & Collections
Residential Protections Team
300 Erie Blvd West, D-1
Syracuse, NY 13202**

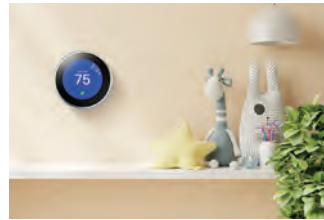
Fax: **1-315-460-9343**

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

► ngrid.com/uny-specialprotections

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



Smart meters are the future

Smart meters improve service and reliability, and will give you more control and insight over your energy usage. 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。
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এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
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