

Fall 2025

weconnect

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

Prepare for colder weather ahead

Fall has officially arrived, which means now is the time to prepare your home to help you stay safe and comfortable during colder days ahead. Remember to check batteries in smoke and carbon monoxide alarms and be sure to explore our tips for saving energy, as well as programs and services to help manage winter energy bills.

► ngrid.com/hereforyou

View our bill help webinar

Our Consumer Advocates provide extra support for customers looking for help to manage their energy bills. To learn more, view a recording of our advocates' information-packed webinar featuring programs and services that may help you.

► ngrid.com/nyevents

An update to your electric bill

We recently added a new line item called the *Other Delivery Surcharges (ODS)* to both residential and commercial electric bills in Upstate New York. This change took effect on September 1, 2025.

You can find the Other Delivery Surcharges line in the Delivery Services section of your bill, and it will be used to display miscellaneous surcharges that do not have their own line item. Visit the link below to review monthly rate statements and surcharge information.

► ngrid.com/rate-statements

Customer Service:
1-800-642-4272



Smell gas? Act fast.

Gas Emergency:

911 or 1-800-892-2345

24 hours a day, 7 days a week



Gas Safety Tips:

- Take steps to avoid carbon monoxide poisoning:
 - Have all heating equipment checked yearly by a professional
 - Install at least one UL-listed carbon monoxide detector in your home near bedrooms
 - Never use a gas range for heating
 - Never use a generator indoors

Electric Emergency:
1-800-867-5222



Options to report electric outages

- Text* **REG** to **64743 (NGRID)**. Once registered, text **OUT** to **64743** to report an outage or **STAT** to check your outage status. Data rates may apply. Text **STOP** to cancel.
- Visit ngrid.com/outage
- Call **1-800-867-5222**
- Access safety information, storm updates and outage maps at ngrid.com/outagecentral

Focus on reliability

Trees and limbs falling on power lines are the biggest cause of electric outages during storms, which makes vegetation management a critical part of ensuring your safe, reliable service. We are proud to once again be recognized by the Arbor Day Foundation for our tree care practices.

► ngrid.com/trees



Tips for paying your bill 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/unybillpay

Please check and be sure you are being billed at the correct rate. Your rate code can be found on your bill below your account number.

► ngrid.com/servicerates

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase 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.

Seasonal savings tips

Whether you own or rent your home, there are steps you can take to help save energy and enhance comfort.

- Check for and close air leaks around windows and doors.

- Schedule heating system maintenance and change filters often.
- Check your thermostat settings to be sure they are changing with your schedule and the weather.

► ngrid.com/saveathome

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**

GreenUpSM renewable energy

You can choose to have all or part of your electricity from renewable energy sources – wind, solar and hydroelectric – while keeping National Grid as your electricity supplier. See **Your Supplier Options** under *About Your Bill*.

► ngrid.com

Shared meters are illegal

Please contact us if you suspect a shared meter. A shared meter is illegal and building owners can incur large fines. Tenants should only pay for the gas or electricity that is provided to their dwelling or areas under their control.

Our Communities. Our Commitment.

From backpack giveaways to employee days of services, we are committed to our communities.



► ngrid.com/gridforgood

For predictable payments based on usage, see if the Budget Plan is right for you.

► ngrid.com/hereforyou

Looking for bill assistance?

HEAP applications open in November.



Scams can happen at any time. To protect yourself, learn more.

► ngrid.com/scam

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。
ہمچرت ہجرت مهم رابطہ اڈہ
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
טעצערעביא עטיב. גאזנא עקטיוויא דא דאקא