

Spring 2026

weconnect

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



We're here to help you manage your energy bills this spring

With warmer temperatures on the way, we can finally put this winter's record snowfall and bitter cold behind us.

The long stretch of freezing temperatures meant heating systems ran more often, resulting in higher energy bills for many customers. If you're feeling the impact, you're not alone—our Customer Advocate team and Contact Center are here to help.

We also offer:

- Bill assistance programs
- Payment plans
- Budget Plan
- Bill credits
- Energy-saving programs

▶ ngrid.com/hereforyou

Check automatic payments

Help avoid payment issues: periodically review and update your account information with your banking institution.

▶ ngrid.com/payonline

Smart meters on the way

Smart meters help improve reliability and give you more control over your energy use. We're currently installing them in parts of upstate New York, and you'll get information and advance notice before we reach your area.

▶ ngrid.com/smartmeter

Gas Emergency:

911 or 1-800-892-2345

24 hours a day, 7 days a week



- ▶ Smell gas? Act fast.
- ▶ As a natural gas customer, you're responsible for maintaining all gas lines that begin at the outlet of the gas meter and extend above or below ground on your property. If unsafe conditions are found, have the pipeline repaired immediately. Learn more at ngrid.com/gassafety

Electric Emergency:

1-800-867-5222



- ▶ To report an electric outage, text **REG** to **64743 (NGRID)**.* Once you are registered, text **OUT** to **64743** to report an outage or **STAT** to check your outage status. You can also report outages at ngrid.com/outage

**Data rates may apply. Text STOP to cancel.*

Customer Service:

1-800-642-4272



- ▶ 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

What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. UDigNY: Call **811** or **1-800-962-7962** or visit udigny.org

Examples of private underground utility lines include:

- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing

► ngrid.com/gassafety



Equipment change notification

If you've added new electrical equipment or made changes that could affect the capacity or function of our facilities, please call **1-800-260-0054** to determine if a Work Request may be needed.

Report energy theft

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.

► ngrid.com

Choose the right tree to reduce energy use

For cooling shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home. Be sure to plant away from overhead lines and call **811** before digging (see left). For help choosing the right tree, see our link or call your local nursery.

► ngrid.com/treertrimming



Power line safety

Whenever working outside, remember to look up. Overhead power lines are not insulated and carry enough energy to cause serious injury – even death. Keep tools, ladders and equipment safely distanced from overhead power lines, and ensure that contractors on your property are working safely.

If you see a downed power line, always assume it is live and hazardous. Keep everyone away and report it to us by calling **1-800-867-5222** or **911**.

Time for Time-of-Use?

Eligible residential electric customers can use the voluntary time-of-use rate (SC-1 VTOU) to save on electricity use, compare yearly use, and charge electric vehicles during off-peak hours with an onboard timer, mobile app, or EV charging station.

► ngrid.com/timeofuse



Our new **EV Charge Smart Plan** can help you lower your home energy use and costs by conveniently scheduling electric vehicle charging during off-peak hours, 11 p.m.–7 a.m.

► nationalgridus.com/charge-smart-uny

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。

ہتہم جرت ی جرت۔ مم راطخ اذہ

এটা একটা গুরুত্বপূর্ণ বজ্ঞ্ঞপ্তা। অনুগ্রহ করে এটা অনুবাদ করে ননি।

Sa a se yon avi enpòtan. Tanpri, fè li tradwi.

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