

WeConnect

Energy news for our customers in Upstate New York



Every National Grid employee carries a photo ID card, and any contractor doing work for us is also required to carry ID.

Gas Emergency
1-800-892-2345
or call **911**
Electric Emergency
1-800-867-5222
Customer Service
1-800-642-4272

Guard against scam artists, impersonators.

National Grid and local police departments continue to receive calls from customers targeted by billing scam artists and imposters posing as utility employees. Please be alert for these imposters who may try to gain access to sensitive account information or attempt to gain entry to your home.

- Every National Grid employee and all contractors doing work for us, carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in and please call Customer Service at **1-800-642-4272**. If you feel you are in immediate danger, call **911**.
- We do call customers with outstanding balances, requesting payment and notifying of the potential for service interruption (due to non-payment). However, we do not accept pre-paid debit cards for payment and would never ask a customer to acquire one of these cards to make a bill payment.
- If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

Planning spring planting? Call 811 first.

Planning spring planting or outdoor home improvement projects? Call **811** or **1-800-962-7962** before starting your project. It's free and it's the law.

Dig Safely New York will notify us and other utilities to place warning markers near wires, pipes or cables so you will know what areas to avoid. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood or harm you and those around you.

Need advice on the right varieties of trees and shrubs for your yard? Visit your local nursery or **www.nationalgrid.com** for selection and planting tips.



Tips for working safely outdoors.

Keep safety in mind when tackling those home and yard projects.

- Overhead power lines are not insulated, and carry enough energy to cause serious injury or even death. Regard all wires as live.
- Stay at least 10 feet away from residential electric lines and equipment.
- Look up and keep ladders at least 10 feet away from power lines when carrying, moving, and raising them.
- Keep away from wires when working with tools, pipe, lumber or siding—all of which can conduct electricity.
- Make sure the area is clear of wires before working near trees or shrubs.
- Never attach or tie anything off to power lines or electrical equipment.



Stay connected during spring storms.

We offer a number of ways to stay connected before, during and after a major storm.

Receive text alerts.

Sign up for state-level broadcast text alerts by texting the word **STORM TO NGRID (64743)***

Get restoration information.

Text the word **SUM** followed by your town, county or state to **NGRID (63743)***. For example, if you live in Syracuse, simply text **SUM Syracuse to NGRID (64743)**.

Sign up for email alerts.

Create an online profile with us and you'll be able to receive emergency email alerts during storms and other incidents.

Visit **www.nationalgrid.com/connect**



*We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. You can opt out by texting the word STOP to NGRID (64743).

Attention customers with life-sustaining devices.

If you rely on electrically operated medical devices or have other special medical needs, it is important to be prepared for a power outage. Please complete and mail in a Notification of Special Needs form. Visit **www.nationalgrid.com** or call **1-800-642-4272**.

Help a loved one to remember to pay their bill.

If you have a friend or relative who occasionally neglects bills, we can help you help them with our Third Party Notification program. Any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should the account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem.

For more information, please call the number on your bill.

Looking for an easier way to pay your bill?

We offer a variety of bill payment options. For all the details on these and other options, visit **www.nationalgrid.com** or call Customer Service.

Budget Plan

With the Budget Plan you can spread out your energy costs over the course of the year, so your bill is more predictable. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.

Automatic payments

Never worry about late payments again. We offer payment plans that automatically withdraw funds from your bank account.

One-time payment options

You can make a one-time payment for single or multiple accounts using your bank, checking or savings account.

Use an authorized agency when paying bill in person.

If you pay your National Grid bill in person, be sure to use an authorized payment agency to ensure that payments are made on a timely basis, and that your account is being credited properly.

Know before you go. Contact the payment agent and ask:

- Do they accept payments for National Grid bills?
- What form of payment do they accept?
- Are there dollar limits or any service fees?
- What are the hours of operation?

When you pay in person:

- Bring your bill with you to ensure that your payment is properly credited.
- Always keep a receipt or other record of your payment.

This is an important notice. Please have it translated.

Este es un aviso importante. Quiera mandá-lo traducir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.
Questa è un'informazione importante.
Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG BÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG BÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



If you smell gas:

Please leave the area right away and call **1-800-892-2345** or **911**.