

WeConnect

Energy news for our customers in Upstate New York



Looking for an easier way to pay your bill? We have a variety of options. See this issue of WeConnect for details.

Gas Emergency

1-800-892-2345
or call **911**

Electric Emergency

1-800-867-5222

Customer Service

1-800-642-4272

Cut down on clutter with paperless billing.

We offer a variety of ways to make managing your account and bills easier.

doxo™

- With doxo*, our newest billing option, you can view and pay your National Grid bill directly from your mobile device or computer. Sign up for free at www.doxo.com/nationalgrid

National Grid eBill

- We will deliver your bill as a secure PDF directly to your email inbox. (You'll no longer receive a bill in the U.S. mail.)
- In a few clicks, you can view, print, or save your bill.
- What's more, you can conveniently and securely select your payment method to pay your bill directly from the PDF.

Your bank's website

- Many banks offer the ability to view and pay National Grid bills via their websites. Visit your bank's website for details.

*The doxo™ website and mobile app are independently operated and maintained by doxo™ Inc., a third party vendor selected by National Grid.



If you smell gas, take action right away.

Your safety is our top priority. That's why we ask all of our customers to know the signs of a gas leak and what to do in the event of one.

Indoors

- If you smell gas (the odor is similar to rotten eggs), take action right away.
- Do not use the telephone, do not smoke or turn on light switches, appliances or any electrical equipment.
- All occupants should leave the house immediately.
- Once you are in a safe area, call our gas emergency line at **1-800-892-2345**, or call **911**.

Outdoors

- If you smell gas 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.
- Leave the area immediately and call our emergency number or 911 right away.

Smell gas. Act fast.



Please report suspected energy theft.

Thieves who steal energy by tampering with or bypassing meters or piping put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.



One small beetle is causing one big problem.

The emerald ash borer, an invasive insect has been threatening our forests and landscapes by attacking ash trees across North America and New York state. Once trees die, the wood becomes extremely brittle, leading to unpredictable limb breakage, stem failure and uprooting. Falling trees and limbs from these trees could be a concern for our overhead electric lines causing an unavoidable increase in service interruptions.

You can help slow the spread of this invasive pest by not moving firewood from one community or region of the state to another. Instead, buy firewood from local vendors who comply with state firewood laws.



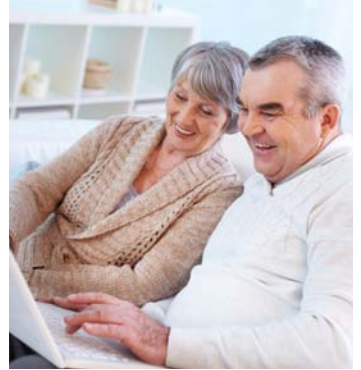
Visit www.emeraldashborer.info for more information.

Enrolling in the Budget Plan just got easier.

Looking for a way to make your energy bill more predictable? Try our Budget Plan, which allows you to spread out your energy costs over the course of the year. 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.

Now, we've made it even easier to enroll. In the message section of your bill you'll see how much your bill would have been if you were on the Budget Plan. Pay that amount and your account will be enrolled automatically.

*To qualify for the Budget Plan, your account must be current with no outstanding balance.



Stay connected during major storms.

We have 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 (64743)**.* For example, if you live in Syracuse, text **SUM Syracuse** to **NGRID (64743)**.

Sign up for emergency email alerts.

Visit www.nationalgrid.com/connect

Connect with us.

For up-to-date information, photos, safety tips and more, find us on Facebook and Twitter.

*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)**.

Stay alert near power lines.

Safeguard yourself and your family by being mindful of overhead power lines when you are working or playing outdoors.

- Stay at least 10 feet away from residential electric lines and equipment.
- Stay alert. 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 and siding – all of which can conduct electricity.
- Never allow children to climb trees near or underneath overhead lines.
- Never build a tree house in trees that are under or near power lines.
- If you see a downed power line, keep everyone away and call us immediately at **1-800-867-5222**.



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 immediatement.
Questa è un'informazione importante,
Si prega di tradurla.

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

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