

# WeConnect

Energy news for our customers in Upstate New York



### Simplify this summer.

Sign up for paperless billing.  
Visit [www.nationalgrid.com](http://www.nationalgrid.com)

Gas Emergency

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

Electric Emergency

**1-800-867-5222**

Customer Service

**1-800-642-4272**

## Stay cool and reduce energy costs this summer.

Simple actions in and around your home during these long days of summer can help you stay comfortable while saving on energy costs.

### Keep vents clear.

Furniture, carpets, and other objects can block vents and prevent heated or cooled air from traveling. This blockage makes your heating or cooling system work harder and prevents rooms from warming up or cooling down quickly. If you have forced air in your home, check to see that your air registers have sufficient room to breathe.

### Replace or clean filters.

Heating and cooling consume the most energy in the average home — up to 50% of total home energy use. Dirty air filters make your furnace, central air conditioner, or room air conditioner work harder to circulate air. By cleaning or replacing your filters monthly, you can improve energy efficiency and reduce costs.



### Close your shades in the summer.

Sunlight passing through windows heats your home and makes your air conditioner work harder. You can block this heat by keeping blinds or drapes closed on sunny days.

## Doing yard work? Please use caution.

Planting trees and shrubs can add beauty and value to your home. But take extra care not to plant near electrical equipment that may be on your property. As the shrubs mature they may hide this equipment from view, preventing access.

In addition, for our natural gas customers, please do not change the height of the soil or landscaping materials around your outside gas meter. It's important to keep your above-ground meter, piping and valves clear of plants, soil, and mulch or building structures.

As with any digging project, remember you must first call **811**. It's a free service, and it's the law.



## Residential agricultural discount for 2015-2016.

An electricity rate discount applied to the electricity delivery charge is available to eligible National Grid residential agricultural customers as a result of funding through the New York Power Authority ReCharge New York program.

For eligibility requirements, application instructions, and more, please visit [www.ngrid.com/resagriculturaldiscount](http://www.ngrid.com/resagriculturaldiscount) or call Customer Service, **1-800-642-4272**.

## See you at the fair!

Be sure to stop by the National Grid exhibit during these Upstate New York fairs this summer.



**Saratoga County Fair**  
July 21-26  
Ballston Spa

**Erie County Fair**  
August 12-23  
Hamburg

**The Great New York State Fair**  
August 27-September 7  
Syracuse



## Be alert for signs of heat stress when temperatures soar.

Prolonged temperatures of 90 degrees or above combined with high humidity can cause the body's temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body's cooling system. Especially at risk are the elderly, young children and those with chronic illnesses. Some of the signs include dizziness, rapid heartbeat, dry skin (no sweating) and breathing problems. Avoid the dangers of heat stress by:

- Drinking liquids. Don't wait until you are thirsty.
- Avoid alcohol and caffeine.
- Eat a well-balanced diet. Avoid hot, heavy meals.
- Take cool showers and let the air dry you.
- Wear light, loose-fitting clothing and a hat for sun.
- Avoid any hard physical work outdoors.
- Visit air conditioned buildings.



## Be prepared for storm season.

Storms can happen at any time – some, with little advance warning. Be ready by keeping these items handy:

- Working flashlights, extra batteries and a battery operated radio.
- Extra drinking water, a manual can opener and a supply of canned and dried foods.
- Extra medicine, baby items and first aid supplies.

To report an outage, call **1-800-642-4272**. You should never assume we know about a power outage.

Stay safe. Stay away. Never touch any fallen lines or anything touching fallen wires, and move everyone away. Report all fallen wires by calling our electric emergency number at **1-800-867-5222**.

## Payment options and services available.

We have programs and services that can help you pay and manage your energy bill.

- Budget Plan\* – helps spread payments out more evenly across 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.
- Energy Efficiency Programs – from rebates on energy efficient equipment to tips to help lower energy costs and staying comfortable.
- Deferred Payment Agreement Program – for qualifying customers who have fallen behind on payments and cannot pay their bill in full.
- Consumer Advocacy Program – National Grid experts who assist qualifying customers who are experiencing financial hardship.

For more on these programs, please visit **www.nationalgrid.com** or call Customer Service at **1-800-642-4272**.

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

### Correction:

In the last issue of WeConnect an article about the emerald ash borer included a photo of a different invasive pest – the Asian longhorned beetle.

The emerald ash borer is pictured at right. For more information about the beetle, and its threat to ash trees across North America, please visit **www.emeraldashborer.info**



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