

# WeConnect

Energy news for our customers in Upstate New York



Our mobile app and website put important information at your fingertips.

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

Electric Emergency  
**1-800-867-5222**

Customer Service  
**1-800-642-4272**

## Mobile bill pay now available.

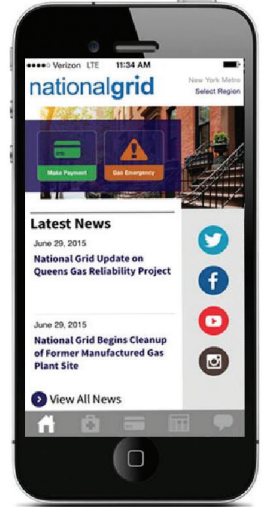
We've upgraded the National Grid mobile app and mobile website, including the ability to now make an easy one-time payment.

Current mobile features include:

- Make a one-time payment **new!**
- Find authorized pay in person locations **new!**
- Report and check the status of an outage
- View outage maps
- Access important electric and gas safety information
- Find important contacts

To visit our mobile website, go to **www.nationalgrid.com** from your mobile device.

To download our app, search for National Grid in the iTunes and Google Play stores.



## Smell gas. Act fast.

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, or our gas emergency number, **1-800-892-2345**, or call **911**.



## Chilly months are better in a comfortable home.

We're offering great rebates on a variety of energy savings solutions that can make your whole home more comfortable.

High-Efficiency Equipment*	National Grid Fuel Type	Rebate
Hot water boiler	Gas heating	Up to \$560
Steam boiler	Gas heating	\$350
Furnace	Gas heating	Up to \$420
On-demand tankless water heater	Gas water heating	Up to \$450
Heat pump water heater	Electric water heating	\$400



Learn more at **www.ngrid.com/uny-ee** or call **1-877-316-9491**.

For qualifying Upstate New York residential customers of National Grid. Restrictions apply. Offers are subject to change or cancellation without notice. \*Please visit our website or call **1-877-316-9491** for equipment efficiency requirements and eligibility details.

# Keep your energy costs steady with the Budget Plan.

The Budget Plan helps make it easier to manage your household energy payments each season by taking the “peaks and valleys” out of energy bills.

## How it works

- The Budget Plan spreads your projected annual energy usage cost into 12 “balanced” monthly payments.
- You still pay for the exact amount of energy used annually but your consumption rate is divided by 12 to determine your monthly budget amount.
- The Budget Plan is easy! You get the same convenient payment options you currently enjoy as a National Grid customer including the option to sign up for our popular automatic payment programs.

## How to enroll

- Visit **www.nationalgrid.com** and sign into your account or call Customer Service, **1-800-642-4272**.

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



For an even easier way to enroll, look for the message section of your bill to 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.

# Looking for energy-saving ideas? Plant a tree.

Looking to reduce energy costs at home? Plant a tree. On the north and west side of your home: Plant conifers such as evergreen trees — spruce, cedars, fir or pines to help reduce the wind’s chilling effects in winter.

On the east and south side of your home: Plant deciduous trees (trees that drop their leaves in fall) such as maples, oaks, or lindens. They’ll help shade and cool the house in summer, yet let the sun’s warmth in during winter.

Before any digging project on your property, call **811** first so underground pipes and wires can be marked. It’s a free service, and it’s the law.



# You can choose renewable energy.

Our GreenUp<sup>SM</sup> Program lets you choose providers who generate electricity from renewable sources like wind, solar and hydroelectric.

If you choose to purchase electricity from one of these suppliers, called ESCO’s (energy services companies), National Grid will still be responsible for safely delivering your electricity, providing customer service and responding to emergencies.

Visit **www.nationalgrid.com** for more information.

# Protect your family from carbon monoxide.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless.

- Before the heating season begins, have your heating system checked by a licensed heating contractor.
- Check chimneys or flues for debris, birds’ nests or other blockage.
- Never use a gas range for heating. Also, never burn coal or charcoal in an enclosed space and never use an outside grill for inside cooking.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas.
- If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**.

## 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.

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.

