

WeConnect

Energy news for our customers in Upstate New York



Guard against scams this season. Visit www.nationalgrid.com for information.

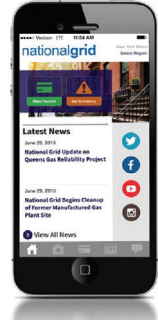
Gas Emergency
1-800-892-2345
or call **911**
Electric Emergency
1-800-867-5222
Customer Service
1-800-642-4272

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.

To access 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.



The Budget Plan helps keep your energy costs steady.

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.

The Budget Plan spreads your projected annual energy usage costs 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**.

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.

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

Be prepared for another Upstate New York winter.

Upstate New York winters can bring record-breaking snowfalls, wind and freezing rain all on the same day. Be ready by preparing a storm kit that includes:

- A flashlight and fresh batteries
- A battery-powered radio
- Extra food, water and manual can opener
- Extra medicine and baby supplies
- Sanitation and personal hygiene items
- Extra blankets and warm clothing

Be sure to check that fire extinguishers, smoke detectors and carbon monoxide detectors are working.



Report an outage and stay informed.

If your power goes out, call our emergency number, **1-800-867-5222**, right away. Don't assume someone else will call — you may be the only one in the neighborhood without power. Remember to treat all downed wires as live and dangerous. That includes the "service drop" that runs from utility poles to homes and businesses.

Where to look for help with heating bills this winter.

HEAP is a federally funded program available to assist income-eligible customers in paying their heating bills.

For details, or to find out if you qualify, you may contact your local Department of Social Services, call the HEAP Hotline at **1-800-342-3009**, or visit the New York State Office of Temporary and Disability Assistance at **www.otda.ny.gov/programs/heap**. Please visit **www.mybenefits.ny.gov** for additional program information.

You can choose renewable energy.

Our GreenUpSM 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.



Choose carefully when using a payment agency.

Use caution when paying your National Grid bill through a bill payment service.

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

Visit **www.nationalgrid.com** for a list of authorized agencies near you.

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



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**.

The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea, confusion, tightness of the chest, fluttering of the heart, redness of the skin and loss of muscle control.



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.

