

WeConnect

Energy news for our customers in Upstate New York



Your safety is our top priority. We respond to emergencies 24 hours a day, 365 days a year.

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


Taking steps to avoid slips and falls this winter.

Icy sidewalks. Slippery steps. Dangerous driveways. During the winter months our field employees encounter a variety of walking conditions. That's why practicing the right way to walk in slippery conditions is an important part of our safety training. You can help by clearing a path if you know we'll be visiting your home or business.



Follow these tips to help avoid injury whenever you encounter winter walking conditions.

- Avoid taking shortcuts across snow-covered areas. Always use cleared sidewalks, paths and parking lots. Be especially careful when stepping to or from different levels (e.g. down or up steps or from curbs).
- Wear the proper footwear for the weather conditions – boots with good tread or anti-slip footwear.
- Keep your eyes on the path and avoid slippery surfaces when possible.
- Take small steps when slippery surfaces can't be avoided.
- Hold on to the handrails on steps and stairs. Place as much of your foot on the step as possible.
- Keep your hands out of your pockets and distribute the weight of bags or packages evenly for better balance.
- Remove as much snow and water from your boots as you can prior to entering a building. Recognize that wet floors and stairs are likely very slippery.

 For a look at the Slippery Surface Simulator that's used in our training program, visit <https://youtube/xrs5Es4mV0U>

Keep meters, vents clear of snow and ice.

Ice and snow buildup around the fresh air and exhaust vents for gas appliances may result in equipment malfunction and could possibly create harmful carbon monoxide.

- Icicles on overhangs near the meter can fall and damage the meter and pipes. Be sure to remove them regularly.
- Please mark your meter if it is located near a snowplow path.



Where to look for assistance with your bill this winter.

Are you having difficulty paying your utility bill this winter? The Care & Share Energy Fund, administered by HeartShare Human Services of New York, may be able to assist you. The program, designed to provide limited financial assistance to households in National Grid's upstate service area, runs from January until the funds are exhausted.

Eligibility is based on NYS Home Energy Assistance Program* guidelines.

*HEAP is a federally funded program available to assist income-eligible customers in paying their heating bills. For more information, please visit www.mybenefits.ny.gov

HeartShare administers and processes grants on a first-come, first-served basis. For information, call HeartShare, toll free, at 1-855-852-2736.

Please note: Do not send bill payments to any of these programs. Thank you.

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.

Preventing hypothermia during extreme cold.

Hypothermia, or cold stress, happens when exposure causes the body temperature to fall below 95°F. It is important to remember that a person does not need to be exposed to extremely cold weather to suffer from hypothermia.

Older people, infants and those weakened by chronic illness are especially susceptible and may be vulnerable. If you know someone who might be susceptible, remember to call them regularly. If you think you may be susceptible, have a friend, neighbor or family member call you daily.



Help others stay warm this winter.

HeartShare Human Services of New York has teamed up with mobile giving organization iGive to make it easy for you to give the gift of warmth to your neighbors this winter.

To donate \$5 to Care & Share, text **CARES** to **27722**. There's an option to donate while you shop, too. Visit www.iGive.com/welcome

Easy ways to stop heat loss around windows and doors.

Windows and doors can be responsible for up to 25 percent of winter heat loss in a typical home and 33 percent of summer heat gain. Weather-stripping your windows and doors will help reduce this leakage.

Using affordable supplies from a local home improvement retailer, you may be able to seal your windows and doors yourself.

- Reduce air leakage at the bottom of exterior doors. For a no-cost solution, use rolled-up towels.
- Install sweeps at the bottom of exterior doors. Available at most hardware and home supply stores, sweeps are generally plastic or metal strips that you apply to the bottom of the door.
- Install low-cost compressible foam. This creates a tight seal around the door. Don't forget to seal doors into unheated areas of your home, such as the garage.



The Budget Plan helps make energy bills more

As winter settles into Upstate New York, consider enrolling in the Budget Plan* to help keep energy costs steady this season, and year-round. 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.

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.

Visit www.nationalgrid.com for details.

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

Cut down on clutter.

View and pay your bill online with doxo, our newest paperless billing option. Visit www.doxo.com/nationalgrid to enroll.



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

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

Smell gas. Act fast.

Gas Emergency?

1-800-892-2345

or call **911**