

WeConnect

Energy news for our customers in Upstate New York



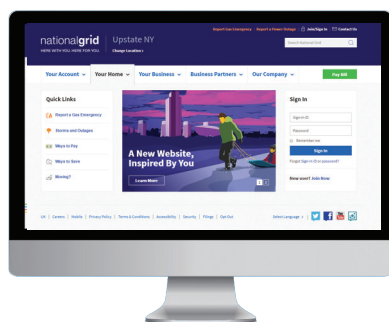
Save energy. Save money.
Visit nationalgridus.com

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

Introducing our new, improved website.

Inspired by your feedback, we went to work designing a better site for you. In addition to a new look and cleaner design, our new site offers:

- Quicker, easier payments (including mobile payments through our app, available from iTunes and GooglePlay)
- Personalized energy usage insights and tracking
- A site search to easily locate information
- Multi-language support
- Faster storm and emergency notifications



What about my account? Do I need to update my account login or payment details?

No, you don't need to update anything. Any payment plans you were enrolled in are still active. And your past usage details and bills are still accessible from your account once you login. Visit www.nationalgridus.com today and explore what our new website has to offer!

Decreased supply costs and mild winter sent bills downward.

Energy bills for upstate New York customers are at the lowest point in a decade, as gas and electricity supply costs, stable delivery prices and mild weather combined to drive winter bills down. Typical residential natural gas customers paid about 20 percent less than the 2014-2015 heating season. Residential electricity customers also saw bills drop — by about 11 percent from the previous year.

The lower bills come at the same time National Grid has proposed to hold delivery prices steady and invest an additional \$1.4 billion into our upstate New York gas and electricity infrastructure over the next two years. We submitted a proposal to the New York Public Service Commission that would keep delivery prices at current levels and bring our total system investment from 2013 to 2018 to more than \$3 billion.

Visit www.nationalgridus.com for tips on managing your energy costs and our current energy efficiency rebates.

Energy supply prices.

National Grid manages the natural gas and electricity supply purchased on behalf of customers by buying gas in warmer months when prices are lower and storing it for winter use and through future price hedges, which reduces bill volatility by locking in gas and electric ity prices. The cost of the gas and electricity supply provided by National Grid is set by the marketplace and passed directly on to customers without markup.

Bill pay options are just a click away.

We offer a variety of ways to make managing your account and bills easier. For a complete list of all bill pay options visit www.nationalgridus.com and click on the green "pay my bill" button.

Energy theft is illegal and dangerous.

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.

Smell gas. Act fast.

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

- 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**.

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**.

Carbon monoxide safety – seven points to remember.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. Common sources include malfunctioning forced-air furnaces, kerosene space heaters, natural gas ranges, wood stoves, fireplaces and motor vehicle engines. If you suspect carbon monoxide is present, go outside immediately and call **911**.

1. Install Underwriters Laboratory (UL) approved home carbon monoxide detectors on every floor of your home. Follow the manufacturer's installation instructions.
2. Check chimneys and flues for debris, bird nests and other blockages, and have them cleaned periodically.
3. Be sure space heaters and wood stoves are in good condition, have adequate ventilation and are used in strict compliance with the manufacturer's instructions.
4. **Never** use a gas range for heating or burn coal or charcoal in an enclosed space.
5. **Never** cover slots or holes in the bottom of the oven with spill pans or foil that can block airflow in the oven.
6. If you use a back-up generator to supply power during an outage, be sure to operate it outdoors.
7. Know that open windows **do not** provide sufficient ventilation to safely operate a generator indoors.



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

Paying your bill in person? Know before you go.

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
- Contact the payment agent directly to verify their hours and policies

Visit www.nationalgridus.com for a list of authorized payment agencies near you.

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.