

WeConnect

Energy news for our customers in Upstate New York



Be kind to work crews.
Please slow down and use caution when traveling in work zones.

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

Smell gas. Act fast.

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

Indoors

- 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, our gas emergency line, **1-800-892-2345**, or call **911** right away.

Outdoors

- If you smell gas and see a white cloudy mist, bubbles in standing water and/or hear a hissing, roaring or whistling sound, it could be a gas leak.
- Leave the area immediately and call **911**, or our gas emergency number right away



Planting this summer? 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 2016-2017.

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 or call Customer Service, **1-800-642-4272**.

Bill pay the easy way.

For fast and easy ways to pay your bill, visit www.nationalgridus.com and click on the green "Pay My Bill" button, or download our mobile app.

To find our app, search for National Grid in *iTunes* and *GooglePlay* stores. To access our mobile website go to www.nationalgridus.com from your mobile device.

Stay safe — and connected — during storm season.

Summer storms can occur without warning. Be prepared by keeping these tips in mind after a storm or outage.

Stay safe. Stay away.

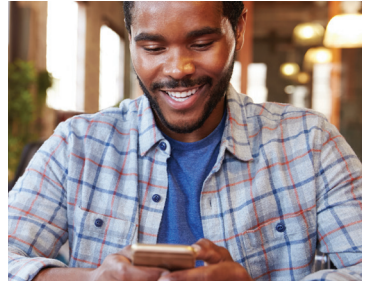
If you see a downed line, keep everyone away and report it to us at **1-800-867-5222** immediately. Repairing downed power lines can be dangerous work, so please drive carefully when you spot our repair crews on the road.

If you see a downed power line, **NEVER**:

- Touch downed power lines or anything coming in contact with fallen lines
- Walk beneath overhead equipment, lines, or wires near a downed line
- Touch someone who is being electrically shocked
- Handle or cut utility poles
- Burn old poles as firewood—this will expose you to the chemicals used to treat and preserve them

Stay connected.

Receive text alerts. Sign up for state-level broadcast text alerts by texting the word **STORM** to **NGRID (64743)**.*



*We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. You can opt out by texting the word **STOP** to **NGRID (64743)**.

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.nationalgridus.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.*

Watch for signs of heat stress.

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.



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 | Ballston Spa | July 19-24

The Great New York State Fair | Syracuse | August 25 – September 5

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.



Smell gas. Act fast.
Call 1-800-892-2345
or 911.