

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

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, call us immediately at **1-800-892-2345** or call **911**.

Outdoors: If you smell gas and see a white cloudy mist, bubbles in standing water and/or hear a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately and call **1-800-892-2345** or call **911**. Don't assume someone else will call.

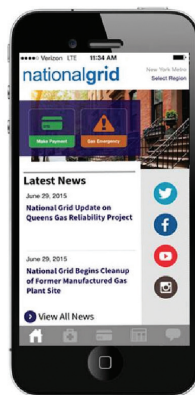


Connecting with us on the go.

Download the National Grid app or visit our mobile website to:

- Make a one-time payment
- Find the nearest location to pay in person
- Click to call for gas emergency reporting
- Access important gas safety tips
- Access important contact information

To visit our mobile website, go to **www.nationalgridus.com** from your mobile device. To download our app, search for National Grid in the iTunes and Google Play stores.



Prepare for colder weather with the Budget Plan.

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.

*To qualify for Budget Billing, your account must be current with no overdue 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.



To enroll, visit **www.nationalgridus.com** or call Customer Service, **1-800-642-4272**.

Plant a tree to save energy, but call 811 first.

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.

And remember, as with any digging project call **811** first so underground pipes and wires can be marked. It's a free service, and it's the law.



Know what's below.
Call before you dig.

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 renewable energy certificates from one of these suppliers, called ESCO's (energy services companies), National Grid will still be responsible for providing your electricity and safely delivering it, providing customer service and responding to emergencies. For all of the details and a list of eligible suppliers, visit www.nationalgridus.com and look for GreenUp under the Business Partners tab.

Take steps to protect your family from carbon monoxide.

- 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 blockages.
- 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.
- If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**.
- Do not return until the carbon monoxide source is found.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.

Know the causes and symptoms.

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

Common sources in the home include malfunctioning fuel-burning appliances such as hot-air furnaces, space heaters and natural gas ranges. The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea and confusion.

Stay connected and stay informed.

We want to make sure that you keep informed during a storm. In addition to providing safety and restoration updates on Twitter, Facebook and www.nationalgridus.com, we also offer text alerts. To subscribe to text alerts for major statewide storm updates, simply text the word **STORM** to **NGRID (64743)**.*

Safety reminder: Never touch any fallen lines or anything touching fallen wires and move everyone away. Report all fallen wires by calling our electric emergency line, **1-800-465-1212**.

*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).

Remember to brake for work zones.

We'd like to remind motorists and pedestrians to be cautious in and around utility roadway work zones for their own safety and the safety of National Grid employees and contractors.

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.