

WeConnect

Energy news for our customers in Upstate New York



For help managing winter energy bills visit ngrid.com/billhelp

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

Managing cold weather energy costs.

You have more control over your winter energy bills than you might think. Here are tips for managing those cold-weather costs.

1. Mind your furnace.

Don't let furnace filters be out of sight, out of mind. Dirty filters restrict airflow and decrease efficiency, which can drive up your bill. Replace or clean filters once a month during the heating season.

2. Lower your water heater's temperature.

Many water heaters are set higher than they need to be, sending dollars down the drain. Lower your water heater's temperature to 120°F and reduce your water heating costs.

3. Choose an electric heat pump water heater.

Get up to a \$400 rebate on an electric heat pump water heater. Electric heat pump water heaters use electricity to move heat from one place to another instead of generating heat directly. This makes them two to three times as energy-efficient as conventional electric water heaters.

Plus, we offer a \$400 rebate on ENERGY STAR® certified electric heat pump water heaters. For more information, visit www.smartenergy-zone.com/nationalgridny/ or call **1-877-316-9491**.

4. Enroll in the Budget Plan.

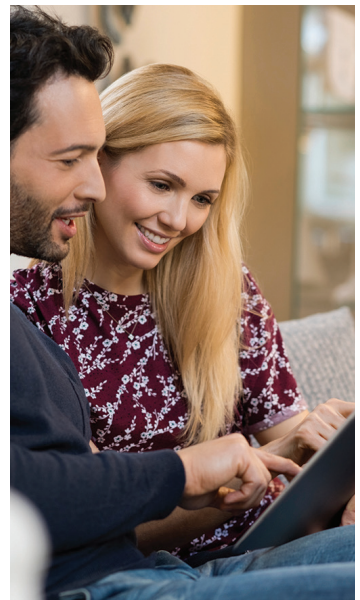
The Budget Plan* helps make it easier to manage your household energy payments each season by taking "peaks and valleys" from energy bills. The Budget Plan spreads your projected annual energy usage costs into 12 "balanced" monthly payments. You still pay for the exact amount of energy used annually, 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.nationalgridus.com and sign into your account, or call Customer Service at **1-800-642-4272**.

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



Smell gas. Act fast.

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. Everyone should leave the house immediately. Once you are in a safe area, call **1-800-892-2345** or **911**.

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

Get ready for winter with a storm kit.

Be ready for whatever the weather brings this winter 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



In addition to the items above, be sure to check that fire extinguishers, smoke detectors and carbon monoxide detectors are working. If you have a generator, please make sure you can operate it safely.

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.nationalgridus.com for a list of authorized agencies near you.

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.

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.

Holiday Cards for Heroes.

National Grid employees spread cheer to our dedicated servicemen and women through our annual Holiday Cards for Heroes campaign. The cards, designed by young artists, are sold to employees who write notes of thanks. The cards are delivered to The United Service Organizations, Inc. for distribution to locations as far away as Kandahar, Afghanistan. Last year the program raised \$10,000.

In our community



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.