

WeConnect

Energy news for our customers in Upstate New York



Take control of seasonal 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

Be carbon monoxide aware.

Carbon monoxide (CO) is a highly poisonous gas that is colorless, odorless and tasteless. Symptoms of carbon monoxide poisoning are similar to the flu and may include headaches, dizziness, weakness, sleepiness and nausea. Common sources of CO include improperly used or incorrectly vented fuel-burning appliances such as stoves, furnaces, water heaters and fireplaces.

Here's what to do to stay safe:

- Have all heating equipment checked yearly by a professional.
- Install at least one UL listed CO detector in your home near bedrooms.
- Never use a gas range for heating.
- Never use generators indoors even with ventilation.
- If your carbon monoxide alarm sounds go outside immediately and call **911**

Residential Voluntary Time-of-Use rate offering for Upstate New York

Starting Dec. 1, 2016, eligible residential electric customers can take advantage of a voluntary time-of-use rate option or SC-1 VTOU, which includes both time-of-use delivery and commodity rates. This option is available to residential customers with an account billed under SC-1 or SC-1C residential electric service classifications (as noted on page 2 of your bill).

The SC-1 VTOU rate includes three rate periods – on-peak, off-peak and super-peak. Delivery rates are charged based on your on-peak and off-peak usage, and commodity rates will be charged based on your on-peak, off-peak and super-peak usage. Participating customers are billed for electricity based on kWh usage during each period.

Each household is different so savings depend on the appliances you own and your ability to shift usage to off-peak periods. VTOU customers should rely on year-to-year comparisons to measure savings.

For more information on SC-1 VTOU rates or to sign up contact National Grid at **1-800-664-6729** or visit online at ngrid.com/timeofuse.

Assistance with your bill is available.

Having difficulties paying utility bills this winter? The Care & Share Energy Fund opens Tuesday, Jan. 3, 2017. To be eligible, you must be a National Grid customer whose household income meets the guidelines of the Home Energy Assistance Program (HEAP). You may apply once you have exhausted all HEAP assistance. The program, administered by HeartShare Human Services of New York, is designed to provide limited financial assistance to households in Upstate New York. For more information about Care & Share or where to apply, call HeartShare at **1-855-852-2736**.

HEAP is a federally funded program available to assist income-eligible customers in paying their heating bills. More information can be found at mybenefits.ny.gov.

Please do not send bill payments to any of these programs.

Keep current with Third Party Notification.

Customers can designate a relative, trusted friend or an agency to be a caregiver and receive copies of notices should an account become overdue. Visit nationalgridus.com.

Remember to clear snow and ice from meters.

Winter weather can result in the buildup of snow and ice on your meter. Please consider adding the following to your winter safety checklist:

- Clear snow and ice around gas meters.
- Mark meter if located near snowplow path.
- Remove icicles on overhangs that could fall and damage meters and pipes.



Decrease chances of hypothermia.

During extreme cold weather, hypothermia can affect the elderly, infants and those weakened by chronic illness. Hypothermia, also known as cold stress, occurs when body temperature falls below 95° Fahrenheit. It can also happen to people who have not been exposed to extremely cold weather. If you know someone who may be susceptible, set a reminder to check in on them. If you are vulnerable, have a friend, family or neighbor, check on you.



Stay comfortable this winter.

Feeling the chill? National Grid offers the following tips:

Maintain a schedule

Regular heating system tune-ups result in decreased equipment breakdowns and unnecessary air loss. It's also wise to:

- Change furnace filters monthly which improves both quality and energy use.
- Upgrade your system to a new energy-efficient model which will save you as much as 30 percent on energy costs.
- Remove furniture and other objects from vents to distribute air appropriately.

Monitor your temperature

From water heaters to thermostats you should keep track of your home's temperature

- Many water heaters are set higher than they need to be. By lowering the temperature to 120° Fahrenheit you can reduce water heating costs.
- Calibrate thermostats to provide an accurate reading. Adjust temperature up and down depending on season and lower temperature any time you are not home.
- In winter open blinds and shades to allow the sun to warm the house.
- Keeps doors and windows closed to maintain heat.

Visit ngrid.com/save to learn about rebates for Wi-Fi thermostats and heating equipment.

Manage energy bills with Budget Plan.

National Grid's Budget Plan removes peaks and valleys from your energy bills by spreading your payments over the course of the year. To qualify your account must be current with no outstanding balance. Visit ngrid.com/billhelp.

Power to Serve: Habitat for Humanity

National Grid is proud to be a platinum tier sponsor of Habitat for Humanity, a national organization that believes everyone deserves a healthy, affordable place to call home. The organization's mission echoes our values and we are honored to have our employees put time and effort into building homes right here in the Upstate New York communities we serve.

Visit habitat.org to learn more.

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.

Gas Emergency?
1-800-892-2345
or call **911**