

# WeConnect

Energy news for our customers in Upstate New York



Lower your energy bills,  
enhance your comfort.

For more details, visit  
[nationalgridus.com](http://nationalgridus.com)

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

Electric Emergency  
**1-800-867-5222**

Customer Service  
**1-800-642-4272**

## Act fast in a gas emergency.

If you smell gas anywhere, including your home, go outside immediately and call **1-800-892-2345** or **911**. The following conditions should be reported:

- Smelling gas
- Abnormal pressure or no gas in appliances
- Gas flow to appliances that cannot be shut off
- Continuous flow of water leaking from gas heating unit or water heater
- Roaring, hissing or whistling noise from gas pipes
- Seeing white cloud, mist, fog or bubbles in standing water outside
- Odor that irritates eyes, nose and/or throat



## Be mindful with spring projects.

### Call before you dig

As the days grow longer, thoughts spring toward gardening or home improvement projects. Remember, before any digging begins, call **811** so the location of underground utility lines can be marked. It's a free service and it's the law.

### Look up

Just as important as calling before you dig is to look up before determining the location of trees near overhead lines. With proper selection and placement, you can enjoy your tree for years to come and avoid costly future pruning. For the correct variety of trees and shrubs for your area visit [nationalgridus.com](http://nationalgridus.com) or contact your local nursery.

### Arbor Day

April 28 marks the annual observance of trees – Arbor Day. Do your part by planting a tree to add value to your home and, at the same time, reduce your energy bill. To provide shade in the summer, but maintain the sun's warmth in winter, plant deciduous trees that shed leaves in the fall on the east and south sides of your home. Good candidates would be maples, oaks, birch, locusts and lindens.



Know what's below.  
Call before you dig.



## Adjust settings with Wi-Fi thermostat.

The weather can change and, with a Wi-Fi enabled thermostat, you can change your home's temperature simply by using your smartphone, tablet or laptop. Ideal for both homes and apartments, Wi-Fi thermostats allow you to adjust temperature settings when you're away from home or asleep. Using the device can lower your energy bill up to \$180 per year. Visit [ngrid.com/save](http://ngrid.com/save) for more.



# Cut down on clutter: choose DirectPay.

No check. No stamp. No monitoring due dates. DirectPay allows customers to pay bills with automatic withdrawals from a checking or savings account. Visit [nationalgridus.com](http://nationalgridus.com) for details and additional payment options.

## Know before you go.

Looking to make your bill payment in person? If so, be sure to use an authorized agency to ensure your National Grid payment is made on a timely basis and that your account is being credited appropriately. Visit [nationalgridus.com](http://nationalgridus.com) for a list of authorized agencies and be sure to call ahead and ask the following questions:

- Do you accept payments for National Grid bills?
- What form of payment do you accept?
- Do you have dollar limits or any service fees?



## Safety in an outage.

If your power goes out, protect your home from a potential surge in power when it returns by disconnecting sensitive appliances such as computers, televisions, and microwaves during an outage. It's also a good idea to keep one light switch on so you know when power is restored.

We offer a number of ways to stay connected including text messaging. National Grid sends text messages out to customers during major storms; simply text the word **STORM** to **NGRID (64743)\*** to sign up and follow up with us on Facebook, Twitter and Instagram.

\*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)**.



## Shift energy use to off-peak and lower costs.

Eligible residential electric customers can now take advantage of the new voluntary time-of-use rate (SC-1 VTOU). You can reduce your annual energy costs by shifting your energy use to the off-peak hours and away from the higher cost on-peak and super-peak hours of the day. As each household is different, annual savings would depend on the appliances you own and your ability to shift to lower-rate (off-peak) periods. SC-1 VTOU customers should rely on year-to-year comparisons to measure savings. Visit [ngrid.com/timeofuse](http://ngrid.com/timeofuse) for more information on SC-1 VTOU rates.



## Use caution near crews and work zones.

Our number one priority is the safety of our customers and employees. For the safety of all – we would like to remind motorists, bicycle enthusiasts and pedestrians to be cautious when entering an area where crews are working.

## Pedaling to fight pediatric cancer.

National Grid Cycling Club members took their “ride” inside during a special spinning class to help support the mission of Paige’s Butterfly Run. The goal of the event, held in March, aims to fight pediatric cancer and support Upstate Golisano Children’s Hospital, Syracuse. Over the last three years club members have raised \$70,000 in donations and matching funds to support various charities. Visit [pbrun.org](http://pbrun.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**