

# WeConnect

Energy news for our customers in Upstate New York



Start, stop or transfer your service online.

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

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

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

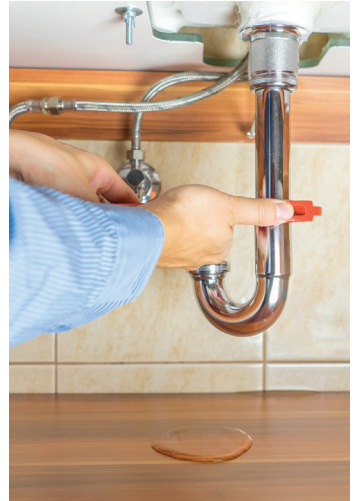
Customer Service  
**1-800-642-4272**

## Simple tactics to reduce costs.

Focusing on water usage helps conserve water and can lower your energy bill significantly. A high-efficiency natural gas water heater can save up to 30 percent on your energy bill and the savings will increase by up to \$450 thanks to available energy rebates. Visit [ngrid.com/save](http://ngrid.com/save) to view a list of qualifying equipment and available rebate forms.

You can also:

- Stop leaks to save gallons of water and reduce your bill.
- Install water-saving faucets and low-flow showerheads.
- Set water heater temperature at 120° F to prevent scalding.
- Upgrade your water heater to a high-efficiency model. Water heaters with an Energy Factor of .67 or greater (.82 or greater for larger systems) are ideal.



## Energy theft is dangerous and illegal.

Tampering with or bypassing meters or piping puts lives in danger, threatens public safety and damages property. If you have information about energy theft, please call us at **1-800-642-4272**. All information will be kept confidential.

## Maintain safe distance from electric lines.

Safeguard yourself, and your family, by being mindful of overhead power lines when you are working or playing outdoors. If you see a downed power line, keep everyone away and contact us immediately at **1-800-867-5222**. Always assume electric lines are energized.

When working and playing outdoors keep a safe distance. Never build a tree house or place any equipment under or near power lines. Visit [nationalgridus.com](http://nationalgridus.com) for more tips about power lines.



## Know signs of a gas leak outdoors.

As we spend more time outside during warmer months, it's important to know the signs of a gas leak. 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. Don't hesitate – leave the area and call **1-800-892-2345** or **911** right away.

## New digital map highlights upstate commitment.

From staying storm-ready to promoting local economic growth, the story of National Grid in upstate New York takes place across 24,000 square miles every day. To help tell that story, we've added a new Investing in Upstate digital map to the [ournationalgrid.com](http://ournationalgrid.com) site.

Featuring regularly updated stories from across the region, Investing in Upstate captures our company's commitment and local community partnerships. Check it out soon!

Visit us at [www.nationalgridus.com](http://www.nationalgridus.com) and connect with us on



# National Grid again earned Most Ethical Company award.

For the seventh time since 2007, National Grid has been recognized by the Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices, as a 2017 World's Most Ethical Company®. Ethisphere honors companies that recognize their role in society to influence and drive positive change; consider the impact of their actions on their employees, investors, customers and other key stakeholders; and, use their values and culture as an underpinning to the decisions they make every day.



## Keep that oven door closed.

An easy way to keep energy in check is to keep the oven door closed while cooking and baking. Each time you open the oven the temperature can drop as much as 25° F. Visit [nationalgridus.com](http://nationalgridus.com) to find more money-saving ideas and currently-available energy efficiency rebates.



## Restrain pets for safety.

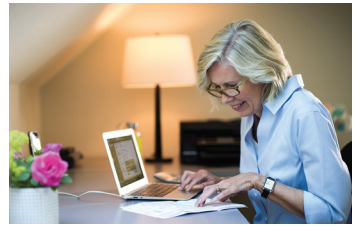


In an attempt to keep your furry friends and our workforce safe, we ask that you properly restrain your pets prior to our arrival. Failure to do so could delay our ability to complete the service order in a timely manner.

## Pay your bill online.

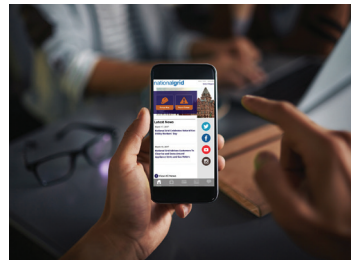
Want to make a payment online? If so, you can:

- Visit [nationalgridus.com](http://nationalgridus.com) to click on the green “pay bill” button.
- Download and use our app available at iTunes and Google Play. The app also keeps you up to date on outages and more.



## Use app to report outages online.

With National Grid's free mobile app, available from iTunes or Google Play, you can report outages and check the status of outages in your area. You can also report outages and downed wires by calling **1-800-867-5222**. If you have life-sustaining equipment in your home, call **1-800-642-4272**. For shelter information, call **211**.



## Innovation garage opens in Troy.

A co-working space and incubator for creative economy companies – the Troy Innovation Garage – is now up and running downtown. National Grid was among the representatives present during the ribbon-cutting event in March. Thanks to a Main Street Grant, National Grid gave the business \$50,000 to help offset the cost of renovations, funding insulation, energy-efficient lighting, and replacement of HVAC systems helping to reduce energy consumption. Visit [ournationalgrid.com](http://ournationalgrid.com) to learn more about this and other programs in your area.

### 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**