

WeConnect

Energy news for our customers in Upstate New York



Pay your bill, report outages, and find safety tips with our app.

For more details, visit nationalgridus.com

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

Electric Emergency
1-800-867-5222

Customer Service
1-800-642-4272

Know the signs and protect yourself from scams.

Utility billing and payment scams are resurfacing. Scammers have become increasingly sophisticated in replicating our recorded messages, making it more difficult to identify an imposter's call. If you feel you have fallen to a scam, contact our customer service center at **1-800-642-4272** and call local law enforcement.



The call is a scam if:

- You are threatened with immediate service termination (this is NOT our procedure).
- The caller seeks payment when you are current on your account.
- The caller does not know your account number and is fishing for personal or financial information.
- Payment is asked for over the phone but the caller demands immediate payment by wire transfer, Green Dot Money-Pak or any other prepaid card.
- The caller is someone you cannot identify.

Employees and contractors carry ID cards. If someone requests entry into your home or business and does not show an ID card, do not let that person in. Call National Grid or local law enforcement agency.

Be prepared for summer storm season.

Stay informed in advance of summer storms. For an outage, call customer service at **1-800-642-4272**. It's important that we know. Never assume someone else has called to report an outage.

If you see a downed wire, keep everyone away and immediately report it to us at **1-800-867-5222**. Repairing a fallen line can be dangerous work, so please drive carefully when you spot our repair crews on the road.

Stay connected before, during and after a major storm by:

- Texting the word **STORM** to **NGRID (64743)*** for state-level alerts.
- For town and county updates, text **SUM** followed by town (e.g. **SUM Syracuse**) to **NGRID (64743)***.

*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).



Keep tools away from gas meters.

Please be cautious and keep power tools and lawn mowers away from gas meters, piping and valves. If you come into contact with any piece of gas equipment, call us immediately at **1-800-892-2345**.



Easily enroll in paperless billing.

For an easy way to pay your bill and to cut down on your carbon footprint, visit nationalgridus.com and click on the green "Pay My Bill" button or download our mobile app. Find the app by searching for National Grid in iTunes and Google Play stores.

Be mindful of heat stress.

Heat stress causes the body's temperature to rise and strains the heart and blood vessels. The risk increases when temperatures stay at or above 90° for several days combined with high humidity.

Avoid heat stress by:

- Drinking water and clear liquids.
- Eating a well-balanced diet.
- Taking a cool shower or bath.
- Wearing light, loose-fitting clothing and a sun hat.
- Visiting air conditioned buildings.



Simple tips to cut costs and stay cool.

- Reduce cooking energy by as much as 80 percent by using your microwave, toaster oven or outside grill.
- When not in use, turn off lights, appliances, televisions, fans and computers.
- Unplug chargers and laptops when not in use.
- Consider washing clothes in cold water.
- Clean electric dryer filter. Clean and straighten exhaust hose/duct and outside vent.
- Check, clean and replace air conditioning filters.
- Close blinds/drapes during the day.



Your safety is our top priority.

Smell gas. Act fast. Even with the industry's safety record, a gas leak caused by damage to a pipeline poses a hazard. That's why we want you to know the signs and what to do if you detect a gas leak.

Indoors: If you smell gas (similar to the smell of rotten eggs), take action. Do not use the telephone, do not turn on light switches, appliances or any electrical equipment. All occupants (including pets) should leave the house immediately.

Outdoors: If you smell gas, and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately.

When in a safe area, call our gas emergency line at **1-800-892-2345** or **911**. Never assume someone else will make the call.

Tougher penalties help protect utility workers.

New York State has new laws in place to help better protect our field workers who face a number of challenges. Now, any action by a member of the public that prevents a utility worker from performing their job, or causes the worker physical injury, is considered a felony.

Earth Day volunteers spruce up Hyde Park.

In Niagara Falls, 30 employees planted trees, distributed mulch and cleaned up the area around Hyde Park. State Assemblyman Angelo Morinello and Niagara Falls Mayor Paul Dyster thanked our team for helping to keep Niagara Falls green. We are proud of the more than 230 volunteers who completed Earth Day tasks throughout New York State. Visit ournationalgrid.com for more on this story and other community outreach events.

In our community



Multi-family, apartment or business complex owners please post.

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**