

WeConnect

Energy news for our customers in Upstate New York



Smell gas. Act fast.
Leave the area and call
our gas emergency line.
Visit nationalgridus.com
for more safety tips.

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

Protect yourself from carbon monoxide.

Fall is a good time to pay attention to potential sources of carbon monoxide around your home. CO is a highly poisonous gas that is colorless, odorless and tasteless, but you can protect yourself from CO by doing the following:

- Schedule a heating system check with a licensed heating contractor.
- Check chimneys and flues for debris, bird nests, or other blockages.
- Never use a gas range for heating.
- Never burn coal or charcoal in an enclosed space.
- Install carbon monoxide detectors on every level of your home.
- If your CO alarm sounds, go outside immediately and call **1-800-892-2345**.
- Do not return until the cause of the CO is found.
- Never use generators in enclosed or partially enclosed areas.



Symptoms

The symptoms of CO poisoning are similar to the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of heart and/or loss of muscle control.

Keep costs steady with the Budget Plan.

Spread your billing costs evenly throughout the year with our Budget Plan. You still pay for the amount of energy used annually, but your use is divided by 12 months to determine your monthly payment.

With the Budget Plan you get the same convenient payment options, including automatic payment. To qualify your account must be current with no overdue balance.

Visit nationalgridus.com to enroll.

Important reminders about meters.

Clear path to the meter.

Please help keep our technicians safe when they are visiting your property. That includes making sure there is a clear path to your electric or natural gas meter.

Never hang items from gas pipes.

Never hang clothing or other items from gas pipes. Doing so could add weight to the pipes, and could weaken or break joints or fittings, causing a gas leak.



TTY service available.

TTY users can contact us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will connect you with National Grid's Customer Service.

We're mobile when you are.

When you're mobile you can use your smart phone to:

- Make a one-time payment.
- Find the nearest location to pay in person.
- Contact our emergency departments.
- Access safety tips.
- Access contact information.

Visit nationalgridus.com on your mobile browser or download our app from iTunes and Google Play stores.



Save time and go automatic with DirectPay.

DirectPay allows you to pay your bill automatically from a bank account, taking some time off of your to-do schedule. For a complete list of payment options, visit nationalgridus.com and click on the green "pay bill" button.

Rebates bring savings in more ways than one.

A high-efficiency natural gas water heater can save you up to 30 percent on your energy bill as well as help the environment. Our available rebates of up to \$400 can help "green-up" your wallet as well. Visit nationalgridus.com to see a list of qualifying equipment, to download rebate forms, and for more energy saving tips. *To qualify, rebate forms must be submitted by Dec. 31, 2017.*

Choose renewable energy with GreenUpSM.

Our GreenUpSM program gives you the option to have all or part of your electricity produced by providers who generate power from renewable resources like wind, solar and hydroelectric, all while keeping us as your energy supplier. For details, visit nationalgridus.com and look for GreenUpSM under the Business Partners tab. This program is available to National Grid customers who are current on their accounts.

Prepare today to face colder days tomorrow.

With long summer days fading from view, now is the time to look into home improvements to help you face colder days ahead. Consider upgrading outdated heating equipment to newer, more energy-efficient models. Doing so will save you as much as 30 percent on energy bills in the long term, reduce maintenance, and improve the comfort of your home. Go to the "your home" tab on nationalgridus.com and click on Energy Saving Programs.

We support STEM at Niagara University.

Thanks to our partnership with Niagara University a whole new crop of young scholars finished up a stellar summer camp experience. National Grid provides \$60,000 toward classes held at the private Buffalo-area college. The camps engage students age 5 and up in science, technology, engineering and math (STEM) concepts, critical thinking and personal development. The program also affords graduate students a chance to bolster their resume with student teaching. Visit ournationalgrid.com to learn more about our various community outreach programs.

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**