

WeConnect

Energy news for our customers in Upstate New York



Visit nationalgridus.com for safety tips on water heaters and more.

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

Electric Emergency
1-800-867-5222

Customer Service
1-800-642-4272

Managing your bill



National Grid has options available when it comes to paying your utility bill that can even out your monthly balance, give you assistance as needed, or simply give you more time.

Spread costs evenly with the Budget Plan.

Balance payments evenly throughout the year with the Budget Plan. You still pay for the same amount of energy, but your use is divided by 12 months to determine your monthly payment.

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

Payment assistance eases strain of energy costs.

Having difficulty paying your utility bill? There are payment options for those who qualify.

Home Energy Assistance Program (HEAP)

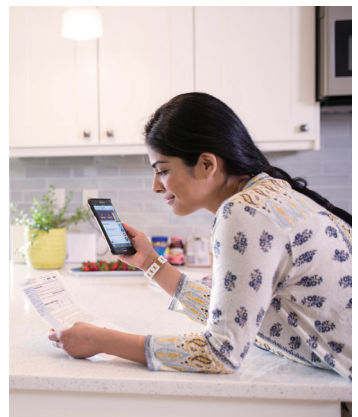
HEAP is a federally funded program that assists low-income households pay energy bills. Call the HEAP hotline at **1-800-342-3009** or your local Department of Social Services to see if you qualify.

Low Income Gas Discount

Customers who receive a HEAP grant are entitled to a monthly credit of \$10 toward the basic service charge on your gas bill.

Consumer Advocates

Our consumer advocates help income-eligible and special needs customers meet their household energy needs by discussing available programs and services. Call **1-800-642-4272** to find an advocate in your area.



Be cautious when paying in person.

Be sure to use an authorized payment agency to ensure your payments are made on a timely basis and that your account is being credited properly. When paying in person bring your bill and always keep record or receipt showing your payment.

Visit nationalgridus.com to explore payment plans, extensions and related services.



Safety



Be ready no matter the elements.

A storm kit can keep you safe no matter the weather. Be sure to include:

- Flashlight • New batteries • Battery-powered radio • Extra food • Water and a manual can opener • Sanitation and personal hygiene items • Extra blankets and warm clothing

Check to see if your carbon monoxide detectors are working properly. We recommend alarms marked with UL 2034 be placed on every level of your home.





Smell gas. Act fast.

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

If you smell gas outdoors, and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak.

Once you are in a safe area, call **1-800-642-4272** or call **911**. Never assume someone else will call.



Energy Efficiency



Save in multiple ways with a Wi-Fi thermostat.

Save now, and continue to save, with a Wi-Fi thermostat. Wi-Fi models allow you to control your home's temperature when you are away from home. They also come with a \$75 rebate (if you apply online by Dec. 31, 2017) and also lower your energy bill by up to \$180 per year. Visit nationalgridus.com for rebate offers on Wi-Fi thermostats, to view other rebates, and review other energy saving tips.



In our community



Syracuse lends hand to Juvenile Diabetes Research Foundation.

National Grid Syracuse employees raised more than \$5,000 for the Juvenile Diabetes Research Foundation through various fundraising events. JDRF funds research and advocates for those with Type 1 diabetes, an autoimmune disease that strikes both children and adults. Visit ournationalgrid.com to learn more about this and other community efforts.



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 25,000 square miles every day. To help tell that story, we've added an Investing in Upstate digital map to the ournationalgrid.com site. Visit Investing in Upstate to see our commitment and local community partnerships in the region.

Helping out is part of the job.

Thank you to more than 300 National Grid employees for traveling to North Carolina and Florida, supporting Duke Energy and Tampa Electric with hurricane restoration efforts. We are proud to provide mutual aid to those in need and thank employees and their families for continued support.

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.

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