

WeConnect

Energy news for our customers in Upstate New York



Your safety is our top priority. We respond to emergencies, 24 hours a day, 365 days a year.

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

Safety



Guard against carbon monoxide this winter.

Carbon monoxide poisoning is more prevalent in winter. Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources include improperly used or vented fuel-burning appliances, such as furnaces, stoves, water heaters and fireplaces. You can help avoid carbon monoxide poisoning by doing the following:

- Have all heating appliances checked yearly by a professional.
- Install UL listed carbon monoxide detectors in the home.
- Never use a gas range for heating.
- Never use generators inside the home or other indoor area.

If you suspect carbon monoxide, go outside immediately and call **1-800-892-2345** or **911**.

Ice and snow accumulation around fresh air and gas appliance exhaust vents may result in equipment damage and malfunction, and could create harmful carbon monoxide buildup.

Be sure to:

- Carefully and regularly remove snow and clear icicles on overhangs near the meter and pipes.
- Mark your meter, especially if it is located near a snowplow path.



Carbon monoxide poisoning symptoms:

- Feels like the flu
- Headache
- Dizziness
- Weakness
- Sleepiness
- Nausea
- Chest tightness

Your gas meter may be due for an inspection.

New York state recently passed a law requiring National Grid to inspect our gas meters and associated piping. If your meter is located inside your home or business, you may have or will soon receive a notification asking that you schedule an appointment to have it inspected.

National Grid has hired licensed contractors to perform this work, which will take approximately 15 minutes to complete and is free of charge.

When you receive your inspection notice please respond promptly. If you've already scheduled or completed an appointment, we thank you. The safe, reliable delivery of natural gas is our number one priority.

For more information visit <https://www.nationalgridus.com/Upstate-NY-Home/Natural-Gas-Safety/Pipeline-Safety>

Handy tips for a safe season.

Hypothermia, or cold stress, happens when exposure causes the body temperature to fall below 95°F. It's important to remember that a person doesn't need to be exposed to extreme cold to suffer from hypothermia.

Seniors, infants and those weakened by chronic illness, are especially susceptible. If you know someone who may be susceptible, remember to call them regularly. If you are vulnerable, have family, a friend or a neighbor, check on you.



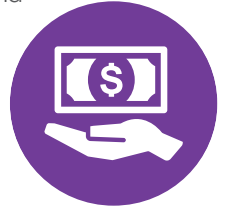


Keep energy costs steady with the Budget Plan.

When it comes to dealing with winter energy bills, our Budget Plan can help. The plan allows you to spread out your energy costs over the course of the year. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount. To qualify, your account must be current with no outstanding balance. Visit nationalgridus.com to find energy-savings tips, rebates, incentives and services that can help you keep costs down.

Help a loved one remember to pay their bill.

Customers can designate a relative, trusted friend or an agency to be a caregiver and receive copies of notices should an account become overdue. The caregiver is not responsible for bill payment, but can alert the customer if there is a problem.



Payment assistance is available.

Having difficulty paying your utility bill this winter? The Care & Share Energy Fund, administered by HeartShare Human Services of New York, may be able to assist.

The program, designed to provide limited financial assistance to households in National Grid's upstate service area, opens **Feb. 1** and runs until funds are exhausted.

Eligibility is based on NYS Home Energy Assistance Program (HEAP) guidelines. HeartShare administers and processes grants on a first-come, first-serve basis. For more information, call HeartShare at **1-855-852-2736**.

HEAP is a federally funded program available to assist income-eligible customers in paying their heating bills. Visit mybenefits.ny.gov for more information. *Please note: Do not send bill payments to any of the above programs.*

Energy Efficiency



Stop heat loss around windows and doors.

Windows and doors can be responsible for up to 25 percent of winter heat loss. Installing affordable weather-stripping on windows and doors can help keep cold air out. You can also:

- Use rolled up towels at the bottom of exterior doors (including garage access doors) to reduce leakage.
- Install plastic or metal strips called sweeps at the bottom of exterior doors.
- Install compressible foam (labeled for doors) around exterior doors to create a tight seal.

Visit ngrid.com/save to learn about energy-saving tips, and rebates for Wi-Fi thermostats and heating equipment.



In our community



National Grid adds to American Red Cross fleet.

National Grid, long-time partners with the American Red Cross of Western and Central New York, recently dedicated a new vehicle to the organization. The van will be used to transport blood to local hospitals. It also transports donated blood from collection sites to the region's blood processing center in West Henrietta.

Visit nationalgridus.com to learn more about our community outreach.



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**