

WeConnect

Energy news for our customers in Upstate New York



Stay safe. Please adhere to traffic restrictions in work zones.

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

Managing your bill



Use an authorized agency to make a payment.

If making your National Grid bill payment in person, be sure to use an authorized agency to ensure your payment is made on a timely basis and your account is being credited appropriately. Visit nationalgridus.com for a list of agencies.

Make automatic payments with DirectPay.

No check or stamp? No problem with DirectPay. DirectPay allows customers to pay bills with automatic withdrawals from a checking or savings account. Visit nationalgridus.com for details and additional payment options.



Safety



Act fast in a gas emergency.

Gas leaks are often recognized by:



SMELL: Since natural gas is odorless, a pungent odorant similar to rotten eggs is added so you can detect it fast.



SIGHT: Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. Vegetation in the area may also appear to be dying.



SOUND: You may hear an unusual noise like roaring, hissing or whistling.

If you smell gas, leave the area and call **1-800-892-2345** or **911**. Never assume someone else will call.

Get connected before storms hit.

We offer a number of ways to stay connected before, during and after a major storm, including text messaging. Text the word **STORM** to **NGRID (64743)*** to sign up for this service. Send the word **STOP** to **NGRID (64743)** to opt out. You can also find us on Facebook, Twitter, and Instagram.

If the power goes out, protect your home from a potential surge by disconnecting sensitive appliances such as computers, televisions, and microwaves. It's also a good idea to keep one light switch on so you know when power is restored.

**We do not charge customers for text alerts but normal message and data rates may apply based on your mobile carrier plan.*



Don't wait to report energy theft.

Energy theft, tampering or bypassing meters or piping, puts lives in danger and threatens public safety. If you have information about energy theft, call us at **1-800-642-4272**. Calls are confidential.



Stay safe during spring projects.

Before you spring ahead with any home improvement or landscaping plans involving digging, be sure to call **811** in advance so underground utility lines can be marked. It's a free service and it's the law.



Planting a tree can provide shade in the summer, and help maintain the sun's warmth in winter. Deciduous trees that shed leaves, such as maples, oaks, birch, locusts, and lindens, should be planted on the south and east sides of your home. Be sure to plant away from overhead lines. For the correct tree for your area visit nationalgridus.com or call your local nursery.



Also, when working outside, remember to look up. Overhead power lines are not insulated and carry enough energy to cause serious injuries – even death. It's best to regard ALL lines as live.

To further protect yourself:

- Stay at least 10 feet away from residential electric lines and equipment.
- Keep ladders at least 10 feet away from power lines when carrying, moving or raising them.
- Keep tools, pipes, lumber, and siding (all of which can conduct electricity), away from wires.
- Never attach or tie anything off to power lines or electrical equipment.

Protect yourself from carbon monoxide.

You can protect yourself from carbon monoxide (CO) by installing CO alarms on each level of your home. We recommend alarms marked with UL certification (UL 2034). Test the detector periodically to make sure it is working and replace batteries often.



Energy efficiency



A Wi-Fi thermostat can lower your bill.

Control your home's temperature when you're away by using your smartphone, tablet or laptop. Using a Wi-Fi thermostat can help lower your energy bill by up to \$180 per year. Visit ngrid.com/save for more information.

In our community



Map highlights commitment to investing in upstate.

The story of National Grid in upstate New York stretches across 25,000 square miles. Our Investing in Upstate map, at ournationalgrid.com, highlights our latest projects – from upgrading the energy infrastructure to creating jobs. Check it out today.

Employees assist Buffalo charities with theme days.

The crew at National Grid's Kensington Avenue office hosted several Spirit Days throughout the fall and winter. Every other week, for a donation, employees could wear a themed shirt and bring food to pass. Funds were raised for eight organizations including Kids Escaping Drugs, American Cancer Society, Unyts, the Buffalo Zoo, and more. In all, employees, with a matching donation from National Grid, raised more than \$2,600.



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**