

WeConnect

Energy news for our customers in Upstate New York



We respond to outages and emergencies every day, 24 hours a day.

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

Safety



Be prepared for 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.

See a downed wire? If so, 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.

Before, during, and after a major storm, stay connected:



For State-level Alerts

Text **STORM** to **NGRID (64743)**

For Restoration Info

Text **SUM** followed by town, county or state to **NGRID (64743)**

Create an Online Profile

Receive emergency email alerts during storms and other incidents

You can also follow us on Facebook, Twitter, Instagram and LinkedIn.

We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. Text **STOP to **NGRID (64743)** to opt out of texts.*

After the storm, and every day, 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**.

Also, maintain safe distance from power lines when working or playing outdoors. Never build a tree house or place any equipment under or near them.



If we come to your house or business, please properly restrain pets prior to our arrival to keep our workforce safe and your furry friends happy. Failure to do so could delay our ability to complete your service request in a timely manner.

Don't let the heat get to you this season.

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° F for several days combined with high humidity. To avoid heat stress:

- Drink water and clear liquids.
- Eat a well-balanced diet.
- Take a cool shower or bath.
- Wear light, loose-fitting clothing and a sun hat.
- Visit air conditioned buildings.

Good to know: Cucumbers, celery, iceberg lettuce, zucchini, watermelon, strawberries, and cauliflower are great foods to combat thirst.





Budget plan spreads costs evenly.

Our Budget Plan spreads costs evenly and is adjusted every three months to remove peaks and valleys from your bill. You still pay the same amount as if you weren't on the plan. To qualify your account must be current and you cannot have any outstanding charges.



Say goodbye to paper.

Go paperless and:

- View and pay your bill directly from a secure pdf attachment.
- Receive a monthly paperless bill credit.
- Enroll in automatic payments at ngrid.com/enroll and never miss a payment again!

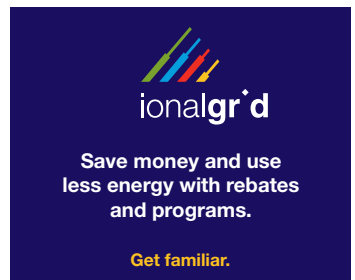
Make payments online or on the National Grid app, available at **iTunes** or **Google Play**.

Energy efficiency



Simple tips help cut costs and stay cool.

- Reduce cooking energy by as much as 80 percent by using a microwave or toaster oven.
- Turn off lights, appliances, televisions, fans, and computers when not in use.
- Consider washing clothes in cold water.
- Clean dryer filter, exhaust hose/duct, and outside vent. Straighten hose to increase efficiency.
- Clean air conditioning filters and replace as needed.
- Close blinds during the day.



Shower in savings and comfort.

A high-efficiency natural gas water heater can save you up to 30 percent on your energy bill and help the environment. Save up to \$450 with our rebates, and “green up” your wallet as well. Visit ngrid.com/save to see a list of qualifying equipment. *To qualify, rebate forms must be submitted by Dec. 31, 2018.*

Solar works for New Yorkers.

There are benefits to going solar and installing panels on your home or property. To see if this is the right investment for you, check out the new Solar Marketplace for Upstate New York Customers with access to a solar calculator and pre-screened installers. Visit ngrid.com/uny-solar to learn more.



An electric vehicle is a realistic option for any car buyer.

Explore an electric vehicle (EV) – you won't just help the planet when you upgrade to a cleaner and more efficient ride, you can save money too. Visit ngrid.com/uny-ev to learn about benefits, rebates and tax incentives.

In our community



Employees rally for Junior Achievement.

National Grid employees raised \$28,500 for Junior Achievement Syracuse through an annual bowl-a-thon and various fundraising events. This is a 20 percent jump, a \$4,000 increase, from last year. JA reaches nearly 1,600 students in the area, providing programs focusing on work readiness, financial literacy, and entrepreneurship.



Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See “select language” link at nationalgridus.com



Smell gas. Act fast.
Gas Emergency? **1-800-892-2345**
or call **911**

Vea el enlace «seleccionar idioma» en nationalgridus.com
Voir le lien «sélectionner la langue» sur nationalgridus.com
Vedere il collegamento “seleziona lingua” su nationalgridus.com

Ver a ligação “selecionar língua” em nationalgridus.com
См. ссылку “Выбрать язык” на сайте nationalgridus.com
Xem liên kết “lựa chọn ngôn ngữ” tại nationalgridus.com