

Energy news for our customers in Upstate New York

Winter 2019

Connect with us on



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

Electric Emergency
1-800-867-5222

Customer Service
1-800-642-4272
nationalgridus.com

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WeConnect

Your bill ►

Payment options

- Go paperless.
ngrid.com/enroll
- Go direct with Recurring Pay.
- Go online.
nationalgridus.com
National Grid app (iTunes, Google Play)
- Go in person.

ngrid.com/unybillpay

Home Energy Assistance Program

HEAP assists income-eligible customers with winter heating bills.

mybenefits.ny.gov

Energy Affordability Program

Customers who receive HEAP receive an automatic credit on their bill through EAP.

ngrid.com/unyeap

Care and Share Energy Fund

Care and Share, administered by HeartShare Human Services, provides emergency financial assistance to HEAP-eligible households in our upstate service area Feb. 4 until funds are exhausted.

Visit heartshare.org and select programs.

Your safety ►

Never hang items from gas pipes. Doing so can weaken pipes, creating a hazard.

Customer-owned gas lines need to be inspected by a qualified contractor.

Budget Plan

Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments.

Energy savings programs

Enjoy rebates on efficient heating equipment, thermostats, and more.



Payment assistance and more time to pay

Keep your services up and running during difficult times.

For information

Visit ngrid.com/winterbills to learn more.

Keep accounts in check

Designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

1-800-642-4272

From our Customer Contact Center

We're making changes to the automated telephone answering system to improve your call experience. Upgrades include:

- A new voice to greet you and new order of service options.
- Faster account recognition (when you call from a phone number on file).
- Easier self-service options.



Learn to use a generator safely

While a backup generator can keep equipment and appliances running in the event of a weather-related outage, it's important to operate it safely.



Always consult with a qualified electrician before installing a generator.



Never plug a generator directly into a wall outlet.



Ensure that your generator has a transfer switch.



Never install/operate a generator inside.

Visit ngrid.com/generators to learn more.

Alarms add protection

Detectors keep you safe. It's important to note the differences:

- A smoke alarm senses smoke indicating a fire.
- A carbon monoxide detector sounds when CO is present.
- A residential methane detector (RMD) signals when methane is in the air, a sign of a gas leak.

Follow manufacturer's instructions for installation and proper placement.



Presidents' Day EV sales

Presidents' Day is a great time to purchase an Electric Vehicle. Visit your local dealer for specials and information.

Learn more about clean energy

Visit ngrid.com/80x50 to view National Grid's proposed pathway to meet standards by 2050.



Honoring caregivers at Casey's Place

National Grid employees brought holiday cheer to Casey's Place in Syracuse by hanging purple LED lights in honor of National Family Caregivers Month. Casey's Place, an Elmcrest program, provides short-term respite services for Central New York children and youth, up to age 22, with developmental disabilities and/or complex medical problems. Such respite gives caregivers a break while providing a safe, nurturing environment for their children.

Visit elmcrest.org



Energy efficiency tips

Save energy and money at your home or business. Even small changes can lead to big savings. Get started today with these tips:



- Clean the dryer filter regularly.
- Lower the water heater temperature to 120°.
- Weather stripping around windows and doors keeps cold air out.
- Turn off appliances when not in use.
- Always choose ENERGY STAR® appliances.

Visit ngrid.com/save to learn more.

Improve your heater's output

To make your heating system work better this season you can:

- Raise blinds and shades during the day when the sun is shining.
- Clear areas in front of vents.
- Use programmable thermostats to lower the temperature when you are away or are asleep.
- Change your furnace filter regularly.

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

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 "seleccionar língua" em nationalgridus.com
См. линку "Выбрать язык" на сайте nationalgridus.com
Xem liên kết "lựa chọn ngôn ngữ" tại nationalgridus.com

Smell gas. Act fast.

Gas Emergency?

1-800-892-2345

or call **911**