

Energy news for
our customers in
Upstate New York

Summer
2019

Connect with us on



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WeConnect

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

Electric Emergency
1-800-867-5222

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

Follow these tips for a safe summer

Be prepared in the event of a storm

Connect with text messages:

Text **STORM** to **NGRID (64743)*** for state-level alerts.

Text **SUM**, followed by town, county or state,
to **NGRID (64743)** for restoration information.

**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.*

Assemble a storm kit including:

- Flashlights
- Battery-operated radio
- Extra batteries
- Basic first-aid supplies
- Medications
- Small supply of water, food, and baby supplies

During an outage:

Unplug sensitive appliances to protect them from a power surge.

Visit **ngrid.com** on a mobile device to report an outage. Never assume someone else has reported it.

After a storm:

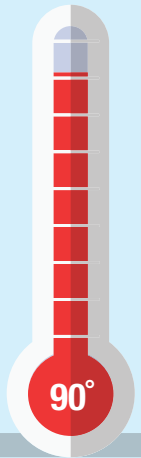
Restoration begins once conditions are safe. Our crews start with critical sites such as hospitals and public safety facilities, before they can work on local neighborhood lines.

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** or call **911**.

REMINDER: Always assume lines are live. If you see a downed wire keep everyone away and immediately report it to us at **1-800-867-5222**.

Combat heat stroke

The risk for heat stroke increases when temperatures stay at or above 90° for several days combined with high humidity.



Drink water/
clear fluids



Avoid
alcohol



Eat a
well-balanced
diet



Wear light, loose-
fitting clothing and
a sun hat



Take a cool
shower/bath



Seek shade



Visit
air-conditioned
buildings



Avoid the hottest
part of the day,
11 am - 3 pm



Whole home ideas to save energy

Shopping for solar

We've partnered with EnergySage to help you shop for solar for your home or business. Visit ngrid.com/uny-solar to:

- Determine if your roof is suitable
- Find incentives and financing
- Get fast, comparable quotes

Point, click, rebate

National Grid's Marketplace is a one-stop shop for exploring and purchasing energy efficient products, receiving instant rebates, and enrolling in programs to help you save energy at home. ngrid.com/shop

Put smart thermostats to work for you

During the summer months a smart thermostat can help you save an average of 15% on cooling costs. With smart thermostat apps, you can change the temperature anywhere, anytime.

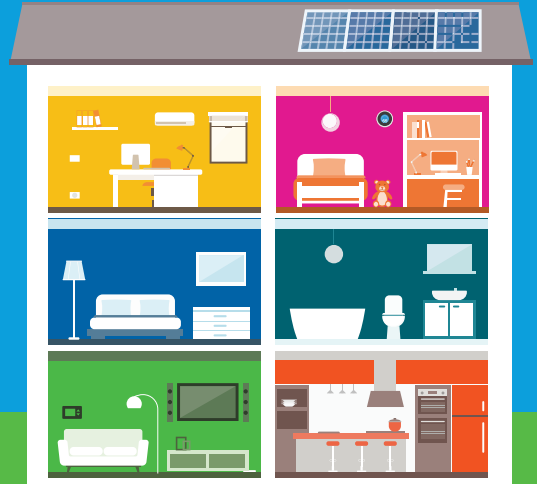
Save \$75 instantly when you buy a smart thermostat on our online Marketplace: ngrid.com/shop

Savings will vary significantly from home to home. Data based on 500 kWh monthly residential usage at 15 cents per kWh per month.

Small changes equal savings

- ✓ Cut energy use up to 80% when you use your microwave instead of your oven.
- ✓ Unplug chargers or use a smart power strip to stop energy loss.
- ✓ Wash clothes in cold water.
- ✓ Clean air conditioning filters and replace as needed.

ngrid.com/unysavingstips



Your Bill ▶



Budget Plan

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

ngrid.com/balancemybill



Go paperless

When you go paperless, your energy bill arrives via email, providing a secure way to pay. ngrid.com/enroll



TTY service available

Deaf, hard-of-hearing, and speech-impaired customers looking for assistance can call **711** with compatible TTY devices. Provide our customer service number **1-800-642-4272** to connect with us.

Making an impact in honor of Earth Day

As part of our community commitment, we volunteered at Pelion Community Garden at City Honors School in Buffalo. Employees built a composting area. The compost will be used to help enrich the soil in the gardens.

Visit peliongarden.org to learn more.



Visit our booth at the Great New York State Fair, Aug. 21 - Sept. 2, Syracuse, NY

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 "selecionar língua" em nationalgridus.com

См. ссылку "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**