

nationalgrid

we connect

Energy news for our electric and gas customers in Upstate New York

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

Electric Emergency **1-800-867-5222**

Customer Service **1-800-642-4272**

fall 2019

ngrid.com |



Spreading safety awareness.

We partnered with Upstate Golisano Children's Hospital to present the Passport to Safety event. Children in attendance received bicycle helmets and information on injury prevention. Visit upstate.edu/gch to learn more about Golisano Children's Hospital.



Shared meters are illegal.

Please contact us if you suspect a shared meter. A shared meter is illegal and building owners can incur large fines. Tenants should only pay for the gas or electric that is provided to their apartment or areas under their control.



Use an authorized agency when paying in person.

Use an authorized payment agency to ensure payments are made on a timely basis and your account is being credited properly. When paying in person bring your bill and always keep receipts. Visit ngrid.com/unybillpay for more options.



Report an electric outage.
Text **REG** to **64743**
(NGRID) or visit
ngrid.com/connect

Data rates may apply.



Go paperless.
Get bill access anytime,
anywhere.

ngrid.com/enroll



It's easier than ever
to check your rates.

[ngrid.com/
servicerates](http://ngrid.com/servicerates)

Programs to help you manage your bill.

Budget Plan

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

Visit ngrid.com/balancemybill



Monthly Bill Discounts Available

Eligible customers can receive a monthly bill credit through our Energy Affordability Program. This bill credit is automatic with the receipt of a Home Energy Assistance Program (HEAP) payment. HEAP applications are accepted in mid-November. You must re-apply annually and quickly before funds run out. To learn about HEAP and other programs you may qualify for visit ngrid.com/discount or contact **1-866-305-1915**.

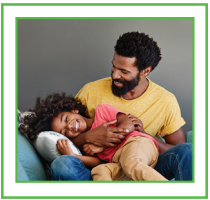
Consumer advocates

Our advocates work with vulnerable and income-eligible customers experiencing financial hardship. Advocates advise customers on specialized payment arrangements and connect those eligible to community programs and services for further help. Call **1-800-642-4272** to connect with an advocate.



Choose renewable energy with GreenUpSM.

Participating in our GreenUpSM program allows you to easily contribute to green energy. You purchase renewable energy certificates from providers who generate power from wind, solar, and hydroelectric sources. We remain your energy supplier. For more information visit ngrid.com and look under the Bills, Meters, and Rates tab.



Upgrade your heating equipment to increase comfort.

Fall is the perfect time to upgrade outdated heating equipment to newer, more energy-efficient models. Doing so will save you as much as 30% on energy bills, reduce maintenance, and improve the comfort of your home. Visit ngrid.com/unysavingtips for more.



Take steps to avoid carbon monoxide poisoning.

Protect yourself from carbon monoxide (CO) poisoning by scheduling a heating system checkup with a professional. Also, check your CO detector regularly. If your detector sounds, go outside immediately and call **1-800-892-2345** or **911**.

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

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

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

Ver a ligação "seleccionar língua" em ngrid.com
См. илку "Выбрать язык" на сайте ngrid.com
Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com