

summer 2020

nationalgrid

weconnect

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**

ngrid.com



Our commitment to you.

The COVID-19 pandemic has changed our lives – and our communities – in new and unexpected ways. And while much remains uncertain, there is one thing you can count on: our commitment to you and your family.

If you are facing financial hardship and struggling to pay your bill, we can help. Assistance is available, even if you think you do not qualify. We'll work with you on flexible payment plans and arrangements and payment options. Call us at **1-800-443-1837**.

Our Consumer Advocates can provide additional support. Email **ConsumerAdvocatesUNY@nationalgrid.com** or call **1-800-642-4272**.

Visit **ngrid.com/covid-19** for frequent updates.

Thank you.

We salute healthcare workers, first responders and everyone on the front lines these past months, including our employee volunteers, for helping to keep our communities safe and strong.



Take the guesswork out of monthly energy bills.

The Budget Plan uses the amount you usually pay on your National Grid bills in a year and breaks that into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Visit **ngrid.com** and click on billing and payments.

Create an online account profile.

Register for online account access for an easy way to manage your energy bill and stay informed.

To get started, visit **ngrid.com/register**. You'll need your account number – which can be found on your printed bill.

For details on payment options visit **ngrid.com/billpay**

Plan for summer storms, hurricane season.

Stay safe and informed with these tips:

Sign up for outage alerts – your way.

You can choose how – and when – to be informed during an electric outage – by text, email or phone.

Set up your alerts today. Visit **ngrid.com/connect** and follow the simple steps. Want alerts by text? Simply text **REG** to **64743**.

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

Keep safety in mind.

If you see a downed line, assume it is live. Keep everyone away and report it to us at **1-800-867-5222**. Do not touch downed power lines or anything coming into contact with fallen lines.



If using a generator:

- ✓ operate it outdoors
- ✓ disconnect from the National Grid system by shutting off the main breaker



Get security and peace of mind with paperless billing.

There's never been a better time to choose paperless billing. Enroll today for an easy, clutter-free way to view your monthly bill – from anywhere you access your inbox. No trips to the mailbox and no paper bills to handle. Learn more by visiting **ngrid.com/billpay**



Know the signs and symptoms of heat stress.

Be on the lookout for signs of heat stress when temperatures soar, especially when hot weather – at or above 90°F lasts for several days, combined with high humidity. Confusion, dizziness, fatigue and headache are some of the common symptoms.

Stay safe by:

- Wearing loose, lightweight clothing
- Taking cool showers or baths
- Seeking medical care right away if you have symptoms



Call before you dig.

Planning summer planting or digging projects? Have lines marked before starting any project. It's free – and it's the law. You can reach Dig Safely New York by calling **811** or by using the location request system at **digsafelynewyork.com**

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

Verdere il collegamento "seleziona lingua" su ngrid.com

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

Ver a ligação "selecionar língua" em ngrid.com

См. илку "Выбрать язык" на сайте ngrid.com

Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com