

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



winter 2021

Are you ready for winter?

Our useful tips and programs can help you reduce your natural gas use and save.

With the cold months upon us, we want you to have the information you need to enjoy safe, uninterrupted access to natural gas.

While we're pleased to have secured new short-term natural gas supplies for this winter, during extremely cold days the demand for natural gas is at its highest and may come close to the amount our system can provide. That's why conserving natural gas is so important. You can help lower the demand on our system and save at the same time!

Conserving natural gas is a great way to save energy and money and supports our primary responsibility and commitment to provide you with safe, reliable gas service this winter.



We have useful tips and programs to help you reduce your energy use and save.
ngrid.com/save

Explore our programs, rebates, incentives and conservation tips that can help you stay comfortable and manage your energy use. We also offer billing and payment options to help you manage monthly energy costs.

Remember – we're here to help.

Winter is here, and so are we when you need us.

If you have been financially impacted by the pandemic and are concerned about paying your National Grid bill, solutions are available.

All customers qualify for payment assistance.

Our personalized COVID-19 Payment Agreement allows you to spread your past due amount over 12 manageable monthly installments – with 0% down and no financial reporting.

To learn more, visit ngrid.com/billhelp or call us at **1-800-642-4272**.

Stay alert to scams.

Scams can happen at any time. To protect yourself, always verify the identity of any person who contacts you claiming to represent National Grid.

Learn more at ngrid.com/scam

To learn more, visit ngrid.com/winter

Where to find assistance.

Home Energy Assistance Program (HEAP)

assists income-eligible customers with winter heating bills. Income caps have been raised, so you may be eligible even if you have never qualified before. HEAP grants do not need to be paid back. Act quickly – HEAP funds are available until March 15, 2021 or until they run out. To find out about HEAP visit: otda.ny.gov/programs/heap or call the NYS HEAP Hotline at **1-800-342-3009**. You can apply for Regular HEAP online at: mybenefits.ny.gov

Emergency HEAP opens Jan. 4 and provides additional funding toward heating bills for eligible applicants. If you have received a Regular HEAP grant, you can apply for Emergency HEAP by telephone.

Energy Affordability Program (EAP) provides a monthly bill discount. Enrollment is automatic with the receipt of a HEAP payment and continues for those who apply for HEAP annually. If you have questions, email or call the EAP Team at **Affordability@nationalgrid.com** or **1-866-305-1915**.

Care & Share is a National Grid program administered by HeartShare Human Services of NY to help qualified households meet their home heating needs. The program will open in February. Customers may apply once per year after they have exhausted all HEAP assistance. For information on how to apply, call **1-855-852-2736**.

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

For more information on any of these assistance programs above visit ngrid.com/billhelp

Carbon monoxide and methane detectors.

Two types of detectors can help you stay safe year-round. Carbon monoxide detectors sound the alarm when colorless, odorless CO is present. A residential methane detector signals when methane is in the air, a sign of a natural gas leak.



Payment Options

We offer a variety of ways to pay your bill. Visit ngrid.com and select **Ways to Pay** for details.

Keep meters clear of ice and snow

Prevent a serious safety risk. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.



Online assessment

Save energy in your home. Take our online assessment at energyassessment.nationalgridus.com/residential/start/

Safety tips

- Operate your backup generator safely. ngrid.com/generators
- Never hang items from gas pipes. Doing so can weaken pipes and cause a hazard.



Designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue. **1-800-642-4272**

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