

spring 2021

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



We're focused on our commitments to you.

It's been a year now of shared uncertainty, challenge and loss. Today, we're more united than ever in our hopes for strength, recovery and better days for all. Through everything, we've remained focused on delivering safe, reliable energy to you.

Payment assistance starts here if you need it

We understand that your circumstances may be different this year — and may still be changing. If you need help staying on track with your energy bills, please let us know. Personalized COVID-19 payment plans and other assistance are available for everyone — even if you've never qualified for help before.

Our personalized COVID-19 Payment Agreement allows you to spread a past due amount over 12 manageable installments — as low as \$0 down payment and no financial reporting.

To learn more, visit ngrid.com/billhelp



Supporting our customers and communities.

A year into the pandemic crisis, we thank healthcare workers, first responders, front-line workers, our employee volunteers, and everyone helping to keep our communities safe and strong.

Safety and service reminders.

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.

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

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

Outage alerts – your way.

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.

Prefer alerts by text? Simply text **REG** to **64743**.

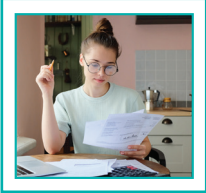


We do not charge for text alerts but normal message and data rates may apply based on your mobile carrier plan.



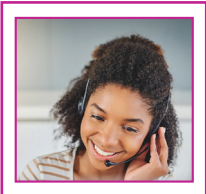
Spring forward — with safety.

- ▶ Planning on planting, adding a deck or fencing? Call **811** several days before beginning any digging work. It's free and it's the law.
- ▶ As construction projects increase this spring, stay alert on the road. Follow traffic restrictions in work zones.



Manage monthly energy bills.

The Budget Plan breaks the annual amount you spend on your bill 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 to see if the Budget Plan is right for you.



Where to find assistance.

Our Consumer Advocates can provide additional support to our most vulnerable customers. Email ConsumerAdvocatesUNY@nationalgrid.com or call **1-800-642-4272** for more information.



Energy Affordability Program.

The Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill credit that is automatic with receipt of a Home Energy Assistance payment. If you have questions, email or call the EAP Team at Affordability@nationalgrid.com or **1-866-305-1915**.



Shop online for energy-saving products and instant rebates on smart thermostats, water-saving devices, and more.

Visit ngrid.com/shop



Replace old lighting with ENERGY STAR® certified LED light bulbs and use up to 90% less electricity. Learn more ways to save at ngrid.com/ee-tips



Did you know trees can help to reduce your energy bill? For shade in the summer, plant trees that shed leaves on the south and east sides of your home.

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