

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**

summer 2021

ngrid.com



We're here to help you get the best of summer.

Wherever the road leads you this summer, remember: we'll be here if you need us.

COVID-19 payment assistance is still available.

It's not too late to act. If you are behind on your bill, we want to help you get back on track and maintain your service. Our specialists will help you set up a payment plan and connect you with resources should you need them.

Learn more at ngrid.com/billhelp or call us at **1-800-443-1837**.

Connect with us in a storm or outage.

When you make a non-emergency call to us, you may notice that we ask to verify your contact information, including your current email address or secondary contact number. This helps us reach you when needed — such as in a storm or outage.

How to update your contact information:

- To make sure we have your current email and phone number, visit ngrid.com and click on **Sign In/Register**. Registering online is fast and easy — and lets you view your bill, set up automatic payments, receive a personalized energy savings plan and more.
- If you're already registered, please sign in to make sure your information is up-to-date.



For added safety during storms and outages:

If you have an active electricity account, you can text 'REG' to **64743** to receive personalized alerts via text, email or phone call when we detect an outage at your premises. You can also text 'OUT' to **64743** to report an outage, or 'HELP' for a full list of options.

For real-time outage and restoration updates, online outage reporting and in-depth storm safety information, visit ngrid.com/outagecentral

Tips for a safe outdoor season.

To enjoy your backyard safely this summer, keep natural gas grills, patio heaters and fireplaces safely distanced from your home or any building.



See more tips at
ngrid.com/gassafety

Paying made easy.

However you want to pay your bill, we can help.

Pay by Bank Account: Register for our online profile to pay from your checking or savings account.

Pay by Credit/Debit Card through Speedpay. Fees may apply (\$1.99 residential, \$5.95 business). *Please note that we can no longer process credit/debit card payments by phone.*

Pay by Automated Payments scheduled from your bank account.

To learn more or sign up, visit ngrid.com/payonline



Stay alert to heat stress.

When high humidity – combined with temperatures above 90°F or more – lasts for several days, remember the signs of heat stress. Some common symptoms are confusion, dizziness, fatigue and headache.

Stay safe by wearing loose, lightweight clothing, staying hydrated, and seeking medical care right away if you have symptoms.



HEAP grants extended through August.

There's still time to apply for a Home Energy Assistance Program (HEAP) grant. Act quickly — funds are available for those who qualify until Aug. 31, 2021 or until they run out.

Learn more at ngrid.com/billhelp, under **Grant Programs**.



Inspiring futures with Grid for Good.

Inspiring young people to consider careers in energy, our new employee-led program, Grid for Good, lets employee volunteers share their insights and experience with participants — and potential future coworkers.

For more on the local impacts of our employee volunteers, follow us on **Twitter.com/nationalgridus** or like us on **Facebook.com/nationalgrid**



Moving? We ask for 5–7 days' notice so we can schedule a crew member to visit your home or business and physically turn your service on or off. See ngrid.com, under **Your Account**.

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