



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 |



Preparing for colder temperatures?



When you need help managing your bill in the colder days ahead, we'll be here with energy efficiency solutions and assistance.

Payment assistance is still available.

If you're 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 if you need them.

To learn more, visit ngrid.com/covid-19

Payment options made easy.

Register for an online profile to pay from your checking or savings account.

Pay by credit/debit card with Speedpay. Fees may apply.

Schedule automated payments from your bank account.




See more at ngrid.com/payonline

Pay by mail? Please see your bill for our updated payment mailing address and note it in your records.



Smell gas. Act fast.

Many of the places we live and work are served by natural gas pipelines, so be prepared and know what to do if you suspect a gas leak. Recognize a gas leak by:

-  **Smell** — Similar to rotten eggs
-  **Sight** — Outdoors: a white cloud, mist or bubbles in standing water
-  **Sound** — Roaring, hissing or whistling

If you suspect a gas leak, leave the area and call **1-800-892-2345** or **911**. Never assume someone else will call.

Prevent carbon monoxide poisoning.

- Schedule a heating system checkup.
- Install carbon monoxide detectors on every level of your home and ensure they're working properly.

If your detector goes off, get everyone outside immediately and call **1-800-892-2345** or **911**.

HEAP and the Energy Affordability Program.

The Home Energy Assistance Program (HEAP) helps income eligible customers with their home heating bills. HEAP is tentatively scheduled to open Oct. 1. To learn more visit <https://otda.ny.gov/programs/heap/> or call the OTDA HEAP Hotline at **1-800-342-3009**.

Enrollment in our Energy Affordability Program (EAP), which provides a monthly bill discount, is automatic with receipt of a HEAP payment. The EAP discount continues for those who apply for HEAP annually. To learn more visit ngrid.com/discount

For added support, contact **ConsumerAdvocatesUNY@nationalgrid.com** or **1-800-642-4272**.

Manage your bill with the Budget Plan.

The Budget Plan breaks the annual amount you spend on your bill into predictable monthly payments based on your usage. You will 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.

Let us know if you require life-sustaining equipment.

If someone in your household relies on electrically operated life-sustaining equipment, please call us at **1-800-642-4272**. We'll code your account to alert our phone center representatives and field service workers.

An easier way to manage your account.

Whether you're a residential gas and/or electricity customer or a business owner with multiple accounts, our new web portal is simply designed with you in mind. Now you can:

- Unify your accounts into one dashboard
- Monitor your energy usage
- Pay your bill seamlessly

This new, mobile- and desktop-friendly experience is just one more way we're working to support our customers. Learn more at ngrid.com/simplifymyaccount



Let us inspire you with energy-saving ideas this fall. Visit ngrid.com/ee-tips

811

Prepare for fall planting.

Call **811** or visit digsafelyNY.com at least two full business days before digging. It's free and it's the law.



Go paperless.

Access your bill anytime, anywhere. ngrid.com/enroll



Stay storm ready.

Be prepared with a storm kit. For more tips see ngrid.com/safety

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