



# 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**

winter 2022

ngrid.com |



## Outlook on higher winter bills.

Natural gas prices have risen worldwide in recent months due to increased global demand and lagging production. Since natural gas plays a major role in generating electricity, there also may be an impact on your electric bill.

### We're here to help.

We recognize these are difficult times for many, especially for our customers who continue to face financial challenges brought on by the pandemic.

Whenever you're concerned about paying your energy bill, let us know. If you have fallen behind and cannot pay your bill in full, you may qualify for a deferred payment agreement that lets you pay the past-due balance over time.

### Our tips and programs can help you reduce energy use and save.



Tips and assistance for managing winter energy usage

We are committed to helping you manage higher energy bills, and we have programs and services to help. Explore our programs, rebates, incentives, and conservation tips at the links below.

## Carbon monoxide safety reminder.

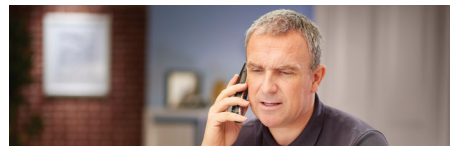
Carbon monoxide poisoning can occur any time of year but is more common during cold weather. Causes could include a malfunctioning heating unit or fuel-burning appliance or woodstove, or a blocked chimney.

If you suspect carbon monoxide poisoning, go outside immediately and call **911** or our gas emergency number: **1-800-892-2345**.

## Shared meters are illegal.

Please contact us if you suspect a shared meter. A shared meter is illegal and building owners can incur large fines. Tenants should only pay for the gas or electricity that is provided to their dwelling or areas under their control.

## 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**

For additional resources:

Residential customers —  
Visit [ngrid.com/winter](https://ngrid.com/winter)

Commercial customers —  
Visit [ngrid.com/heatinghelp](https://ngrid.com/heatinghelp)

## Where to find assistance.

The **Home Energy Assistance Program (HEAP)** helps income-eligible customers with winter heating bills. This year, supplemental benefits up to \$10,000 toward past-due balances are offered. HEAP grants do not need to be paid back. Visit <https://otda.ny.gov/programs/heap> or call the OTDA Hotline at **1-800-342-3009**. Apply for regular HEAP online at [mybenefits.ny.gov](http://mybenefits.ny.gov)

**Emergency HEAP** provides additional funding toward heating bills for eligible applicants. If you have received a Regular HEAP grant and your service is at risk of disconnection, you can apply for Emergency HEAP by telephone.

Our **Energy Affordability Program (EAP)** provides a monthly bill discount. Enrollment is automatic when we receive a HEAP payment and continues for those who apply for HEAP annually. To learn more visit [ngrid.com/discount](http://ngrid.com/discount) or call **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 received all HEAP assistance. For information on how to apply, call **1-855-852-2736**.

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



### Consider our Budget Plan.

For predictable payments based on your usage, see if the Budget Plan is right for you. Visit [ngrid.com](http://ngrid.com)

### Hypothermia

Hypothermia occurs when the body's temperature drops below 95°. Keep an eye on infants, those with compromised immune systems, and the elderly.

### Keep meters and vents clear of ice and snow.

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



### Gas safety tip

Never hang items from gas pipes. Doing so can weaken pipes and cause a hazard.



Operate your backup generator safely. Learn more at [ngrid.com/generators](http://ngrid.com/generators)

**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](http://ngrid.com)**

Vea el enlace «seleccionar idioma» en [ngrid.com](http://ngrid.com)  
Voir le lien «sélectionner la langue» sur [ngrid.com](http://ngrid.com)  
Vedere il collegamento "seleziona lingua" su [ngrid.com](http://ngrid.com)

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

Ver a ligação "seleccionar língua" em [ngrid.com](http://ngrid.com)  
См. ссылку "Выбрать язык" на сайте [ngrid.com](http://ngrid.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [ngrid.com](http://ngrid.com)

CM8645 (12/21) UNY E&G