

spring 2022

nationalgrid

weconnect

Energy news for our electric and gas customers in Upstate New York

Gas Emergency **911** or **1-800-892-2345**

Electric Emergency **1-800-867-5222**

Customer Service **1-800-642-4272**

ngrid.com



We're here to help.

We understand these are uncertain times. The price of energy, in addition to the rising costs of other goods and services, continues to make headlines and cause concern.

We can help with solutions to manage your bills and energy use.

Home Energy Assistance Program extended.

HEAP helps eligible customers with home heating bills. The Regular and Emergency HEAP season has been extended to April 29, 2022, or until funds run out. Also, a second HEAP Emergency benefit for heat and heat-related emergencies is now available. Learn more at <https://otda.ny.gov/programs/heap> or call the OTDA Heap Hotline at **1-800-342-3009**.

Whenever you're concerned about paying your energy bill, let us know. If you cannot pay your bill in full, you may be eligible to pay the past-due balance over time. See below for more ways we can help:



Visit ngrid.com/heretohelp

Life-sustaining customer designation.

If someone in your home depends on electrically powered life-sustaining equipment, such as a respirator, contact us at **1-800-642-4272** for information on requesting this designation. In a medical emergency, always dial **911**.



Call 811 before you dig.

Spring means outdoor projects — such as planting shrubs or adding fencing, a pool or a deck. Whether doing it yourself or hiring a professional, always call 811 before digging to have underground lines marked. It's free, it's the law, and it could prevent loss of life, injury and property damage.

Call **811** or **1-800-962-7962** or visit digsafelynewyork.com

The big picture on reliability.

Trees and limbs falling on power lines are the biggest cause of electric outages during storms, which makes vegetation management a critical part of ensuring your safe, reliable service. With thousands of miles of lines to inspect across our service area, we're using satellite imagery to better see where overgrown vegetation could threaten reliability and predict growth up to five years in advance. We're proud that our pruning program is approved by the National Audubon Society.

Learn more at ngrid.com/tree trimming

Stay connected with us.

Keeping your contact information updated with us helps us reach you when needed — such as in a storm or outage. To make sure we have your current email address on file, 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.

Account management made easy.

Whether you're a residential customer or a business owner with multiple accounts, our mobile- and desktop-friendly web portal makes it easy to:

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

Learn more at ngrid.com/simplifymyaccount



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

Verdere il collegamento "seleziona lingua" su ngrid.com

Choose your payment option.

To review options for paying your bill, visit ngrid.com and select **Ways to Pay**. You'll find details on paperless billing, online billing, automated payments and more.



Time for our Budget Plan?

For predictable payments based on your usage, see if the Budget Plan is right for you. Visit ngrid.com



Did you know?

For cooling summer shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home.



Roadway safety.

Please stay alert to construction projects when driving. Follow work zone traffic restrictions.

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

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

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