

summer 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 this summer.

With the warm days of summer ahead, and global events leading to higher energy prices, we know this will have an impact on household budgets.

We offer ways to help you manage your energy use and monthly bills — including budget payment plans, energy efficiency tips and programs, and assistance with community support agencies.

Learn more at ngrid.com/heretohelp

Emergency HEAP grants extended through August.

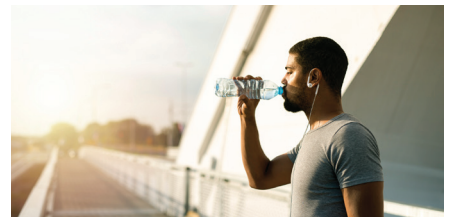
There's still time to apply for an Emergency Home Energy Assistance Program (HEAP) grant. Act quickly — funds are available for those who qualify until Aug. 31, 2022 or until they run out. Learn more at ngrid.com/billhelp, under **Grant Programs**.

211: Support when you need it.

When you need help — paying bills, feeding your family, finding health care and much more — remember **211**. Across the U.S., 24 hours a day, seven days a week, **211**'s Community Resource Specialists are ready to connect you with free or low-cost support. Call **211** or text your zip code to **898-211**. See more at 211.org

Avoid heat stress.

When humidity and high temperatures last for several days, watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Wear loose, lightweight clothing, stay hydrated, and seek medical care right away if you have symptoms.



Sign up for outage alerts.

To receive outage alerts by text message, text* **REG** to **64743**. Once you're registered, text **OUT** to **64743** to report an outage or **STAT** to check the status of your outage. Learn more at ngrid.com/outagecentral

**Message and data rates may apply.
Text STOP to cancel.*



Leading the way to a clean energy future

ngrid.com/fossilfree

Inspect natural gas pipes regularly.

As a natural gas customer, you're responsible for maintaining all gas lines that begin at the outlet of the gas meter and extend above or below ground on your property. Used for outdoor appliances, pool heating, generators and more, buried gas lines can corrode or leak if not properly maintained. Periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. If unsafe conditions are found, have the pipeline repaired immediately. Learn more at ngrid.com/gassafety

Power line safety.

To enjoy your backyard safely this summer, keep tools, ladders and equipment safely distanced from overhead power lines. Overhead lines are not insulated and carry enough electricity to cause serious injury — even death.

If you see a downed line, always assume it is live and hazardous. Keep everyone away and report it to us immediately by calling **1-800-867-5222** or **911**.

Stay safe. Call 811 before you dig.

It's the season for outdoor projects — such as planting trees and shrubs or adding fencing, a pool or deck. Whether you're doing it yourself or hiring a professional, always call **811** before digging. It's not only the law but it could prevent loss of life, injury and property damage.

UDig NY: Call **811** or **1-800-962-7962** or visit udignny.org

Shift EV charging to off-peak hours.

Eligible residential electric customers can take advantage of the voluntary time-of-use rate (SC-1 VTOU) to charge their electric vehicles during off-peak hours. Most EVs can be easily programmed to charge during these hours using an onboard timer, mobile app, or EV charging station. This program enables you to compare year-to-year energy use history. See ngrid.com/timeofuse



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

Meter safety inspections.

To ensure your safety, New York State law requires us to periodically inspect your gas meter and associated piping even when it's located indoors. Learn more at ngrid.com/inspection



Stay storm ready, year-round.

Because storms can happen at any time, be prepared with a storm kit. Learn more at ngrid.com/stormsafety



Go paperless.

Enroll in paperless billing and receive your bill anywhere you access your inbox. See ngrid.com/paperless

TTY service.

For assistance or to report an emergency, deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices.

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

Ver a ligação "seleccionar língua" em ngrid.com
См. ссылку "Выбрать язык" на сайте ngrid.com
Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com

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