

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**

Fall 2022

ngrid.com



Start planning now for colder weather ahead.

With higher energy costs expected this winter, it's important to plan for the colder months to come.

When you need help to manage your bill, we offer options for extra support and can connect you to assistance from community support agencies.

Visit ngrid.com/heretohelp

Preparing for winter bills also means taking actions to save energy where you can, to better control your costs.

You can use these easy tips to start saving energy and money:

- ✓ Switch to energy-efficient LED light bulbs, which can save you more than \$100 per bulb over their lifespan.
- ✓ Using power strips can save you 20% or more in energy costs.
- ✓ ENERGY STAR® certified smart thermostats can save you up to \$180 a year.
- ✓ To receive a customized report and learn where you could be saving energy, take a no-cost, 5-minute home energy survey at ngrid.com/saveathome
- ✓ Shop our online Marketplace to find recommended energy-efficiency products for your home —along with money-saving discounts and instant incentives. Visit ngrid.com/shop-uny

Tips for paying your bill in person.

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly. Remember to bring your bill and keep your receipt. For locations near you, visit ngrid.com/unybillpay



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

► It's easy to check your rates. ngrid.com/servicerates

HEAP and the Energy Affordability Program.

The Home Energy Assistance Program (HEAP) helps income-eligible customers with home heating bills. 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/eap



Consumer Advocates help vulnerable customers meet home energy needs. Visit ngrid.com/consumeradvocates or call **1-800-642-4272**.

Let us know.

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**.

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.

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 **911** or **1-800-892-2345**.

GreenUpSM renewable energy options.



You can choose to have all or part of your electricity from renewable energy sources — wind, solar, and hydroelectric — while keeping National Grid as your electricity supplier. Learn more at ngrid.com, under **About Your Bill**.

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

811

Prepare for fall planting.
Call **811** or visit udigny.org
at least two full business days before digging.
It's free and it's the law.



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



DirectPay.
Pay your bill automatically from your bank account.
ngrid.com/autopay



Stay storm ready, year-round.
Learn more at ngrid.com/safety

Smell gas. Act fast. Gas Emergency? **911** or call **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