

Winter 2023

weconnect

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

Here to help in the new year.

Events of the past few years continue to remind us of the importance of connection — with you, our customer, and the communities we serve, and the need to provide timely information to help you stay safe and manage your energy bill. With that in mind, we're pleased to start the new year with a new look for this quarterly newsletter, and to introduce you to **weconnect+**, its digital counterpart, offering expanded energy news, energy-saving ideas and more. You'll find it by scanning the QR code below.

Whether you own or rent your home or run a business, we're doing everything we can to help you with the challenge of managing higher global energy costs. We recently committed \$17 million to local community partners who will provide assistance to our customers in need across our service areas. And through our **Winter Customer Savings Initiative** we'll continue to offer ways to manage your bill, save energy and find assistance during the colder days ahead. Please visit ngrid.com/heretohelp for details.

Explore our new

weconnect+

digital newsletter — packed with customer news and information, energy efficiency tips, videos and more! Scan the QR code to check it out.



We're here to help keep you safe.

Gas Emergency:

911 or 1-800-892-2345

24 hours a day, 7 days a week



- ▶ Smell gas? Act fast.

More Gas Safety Tips:

- ▶ Keep meters clear. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.
- ▶ Never hang items from gas pipes. Doing so can weaken pipes and cause a hazard.
- ▶ Have your dryer's gas line and connection inspected by a professional annually to ensure it is operating safely.

Electric Emergency:

1-800-867-5222



- ▶ Operate your backup generator safely. ngrid.com/generators

Customer Service:

1-800-642-4272



- ▶ Deaf, hard of hearing and speech-impaired customers looking for assistance can call **711** on a compatible TTY device. Provide our customer service number to connect with us.
- ▶ Call us to designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

Find assistance when you need it

The Home Energy Assistance Program (HEAP)

helps income-eligible customers with home heating bills. Learn more at <https://otda.ny.gov/programs/heap> or call the OTDA HEAP Hotline at **1-800-342-3009**.

Emergency HEAP provides additional funding toward heating bills for eligible applicants. If you have received a Regular HEAP grant, you can apply for Emergency HEAP by telephone.

Energy Affordability Program (EAP) provides a monthly bill discount. Enrollment is automatic with receipt of a HEAP payment and continues for those who apply for HEAP annually. Learn more at ngrid.com/eap

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 exhausted all HEAP assistance. For information on how to apply, call **1-855-852-2736**.

For added help visit ngrid.com/consumeradvocates

We're committed to the communities we serve

► ngrid.com/project-c



Energy-savings spotlight

Shop our online Marketplace for instant rebates on energy-saving products and programs that work for you.

► ngrid.com/shop



Seasonal savings tip

Install weatherstripping on doors and caulking around windows to effectively seal and insulate against air leaks.

Prevent cold stress

Older people, infants and people with chronic illness can be vulnerable to cold stress, even indoors.

► ngrid.com/stormsafety

Paying online

- 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.

► ngrid.com/payonline

Paying 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.

► ngrid.com/billpay

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

To report an electric outage, text **REG** to **64743 (NGRID)** or visit ngrid.com/outage. *Data rates may apply. Text STOP to cancel.*



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение. Пожалуйста,

попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.



Leading the way to a **clean energy future**

ngrid.com/fossilfree