

Spring 2023

weconnect

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



Assistance is available to help manage your energy bill

If the impact of rising prices on household expenses has you considering your options for assistance this spring, please remember we are here to help you manage your bill, save energy and access assistance if you need it.

► ngrid.com/heretohelp

Moving?

We ask for 5–7 days' notice so we can schedule a crew member to visit your home or business and physically turn your service on or off.

► ngrid.com under *Your Account*



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 Information:

► 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. If unsafe conditions are found, have the pipeline repaired immediately. Learn more at ngrid.com/gassafety

Electric Emergency:

1-800-867-5222



► To report an electric outage, text **REG** to **64743 (NGRID)**.* Once you are registered, text **OUT** to **64743** to report an outage or **STAT** to check your outage status. You can also report outages at ngrid.com/outage

*Data rates may apply. Text STOP to cancel.

Customer Service:

1-800-642-4272



► If someone in your home depends on electrically powered life support equipment, such as a respirator, contact us for information on requesting designation as a life support customer. (In a medical emergency, always dial 911.)

What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. UDigNY: Call **811** or **1-800-962-7962** or visit udigny.org

Examples of private underground utility lines include:

- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing

► ngrid.com/gassafety



Report energy theft

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.

► ngrid.com

HEAP cooling assistance

The Home Energy Assistance Program (HEAP) cooling assistance benefit for eligible customers is scheduled to open May 1.

► <https://otda.ny.gov/programs/heap>

Energy-savings spotlight

For cooling summer shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home. Be sure to plant away from overhead lines. For help choosing the right tree for your area, visit the link below or call your local nursery.



► ngrid.com/treetrimming

Power line safety

Whenever working outside, remember to look up. Overhead power lines are not insulated and carry enough energy to cause serious injury – even death. Keep tools, ladders and equipment safely distanced from overhead power lines, and ensure that contractors on your property are working safely.

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

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.

► ngrid.com/timeofuse



State laws are in place to help protect utility workers while they are performing their job duties. Causing physical injury to, or assaulting, a utility worker is punishable by law, and penalties include potential jail time.

This is an important notice. Please have it translated.

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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