

Summer 2023

# weconnect

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

## We're here to help you this summer



To make the best of the season, remember that we've got energy tips, ideas and solutions when you need them.

From safety recommendations on storm readiness, expert tips on using energy safely and efficiently, along with payment plans and offerings to make it easier to manage energy costs and access assistance from community support agencies, we're here for you.

- ▶ For help to save on energy costs and make your home more comfortable year-round, schedule a no-cost Home Energy Assessment.
- ▶ For predictable payments based on your usage, see if the **Budget Plan** is right for you.
- ▶ For easy ways to pay, use your bank account online at **ngrid.com** or call us. Automatic Payments available.

▶ [ngrid.com/heretohelp](https://ngrid.com/heretohelp)

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.



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



Gas Emergency:

**911 or 1-800-892-2345**  
24 hours a day, 7 days a week



▶ Smell gas? Act fast.

### More Gas Safety Tips:

- ▶ If you smell gas outdoors and see a white, cloudy mist, bubbles in standing water, and/or hear a hissing, roaring or whistling sound, it could be a gas leak. Don't hesitate – leave the area and call **911** or our gas emergency number right away.
- ▶ Call **911** or our emergency number if you come into contact with gas meters, piping or valves. Always keep power tools and lawn mowers away from gas systems.

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



Assemble a storm kit including flashlights, a battery-operated radio (and extra batteries), basic first aid supplies, medications, and a small supply of water, food and baby supplies.

▶ [ngrid.com/stormsafety](https://ngrid.com/stormsafety)

## Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated

## Special protection available for eligible households

If any residents in your household are blind and/or disabled, you may qualify for special protections.

For information on requesting designation as an Elderly, Blind and/or Disabled customer, please call us at **1-800-642-4272**.



For instant rebates on smart thermostats and other energy-saving products, visit the National Grid Marketplace.

► [ngrid.com/shop](http://ngrid.com/shop)

**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.

## Energy-savings spotlight

Get cool summer savings with a smart thermostat that can help you save on cooling costs. With smart thermostat apps, you can change the temperature anywhere, anytime.



## Contact 811 before you dig

Whether doing it yourself or hiring a professional, always call **811** to ensure underground public utility lines can be marked before digging projects. It's the law, and it can prevent loss of life, injury and property damage. Customers are responsible for ensuring all private utility lines are marked before excavation.

UDigNY: Call **811** or **1-800-962-7962**

► [udigny.org](http://udigny.org)



## Peak demand days

Energy use peaks during certain seasons, especially on the hottest and coldest days of the year.

When you use less energy on peak demand days, you help manage the cost of energy, and protect the environment and infrastructure. You also help our communities stay safe and comfortable.

## Our Communities. Our Commitment.



► [ngrid.com/project-c](http://ngrid.com/project-c)

## Smart meters on the way

Smart meters improve service and reliability, and will give you more control over your energy usage to help save you money. It's all part of our ongoing commitment to empower customers.

You'll receive information on your upcoming installation as we approach your area.

► [ngrid.com/smartmeter](http://ngrid.com/smartmeter)



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

[ngrid.com/fossilfree](http://ngrid.com/fossilfree)