

Fall 2023

# weconnect

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

## Take time now to plan for colder weather



Handling the winter temperatures ahead requires planning and preparation, to keep your home comfortable and safe, while taking steps to save energy where you can to better control your costs.

When you need help to manage your bill, look into our options for extra support. We can also connect you to assistance from community support agencies.

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

## 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](https://ngrid.com/smartmeter)

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**



**Smell gas? Act fast.**

Gas Emergency:

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

24 hours a day, 7 days a week

**Gas Safety Tips:**

- Take steps to avoid carbon monoxide poisoning:
  - Have all heating equipment checked yearly by a professional
  - Install at least one UL-listed CO detector in your home near bedrooms
  - Never use a gas range for heating
  - Never use a generator indoors



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



Options to report electric outages

- Text\* **REG** to **64743 (NGRID)**. Once registered, text **OUT** to **64743** to report an outage or **STAT** to check your outage status. Data rates may apply. Text **STOP** to cancel.
- Visit [ngrid.com/outage](https://ngrid.com/outage)
- Call **1-800-867-5222**
- Access safety information, storm updates and outage maps at [ngrid.com/outagecentral](https://ngrid.com/outagecentral)

## The big picture on reliability

Trees and limbs falling on power lines are the biggest cause of electric outages during storms, which makes vegetation management a critical part of ensuring your safe, reliable service. With thousands of miles of lines to inspect across our service area, we're using satellite imagery to better see where overgrown vegetation could threaten reliability and predict growth up to five years in advance. We're proud that our pruning program is approved by the National Audubon Society.

► [ngrid.com/tree trimming](https://ngrid.com/tree trimming)



## 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.

► [ngrid.com/unybillpay](https://ngrid.com/unybillpay)

It's easy to check your rates.

► [ngrid.com/servicerates](https://ngrid.com/servicerates)

## Special protection

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**.)

## Energy-savings spotlight

Options abound for affordable solar energy, whether you're a homeowner, renter or a potential community solar host/distributor. Explore potential savings, incentives and support.

► [ngrid.com/solar](https://ngrid.com/solar)

## GreenUp<sup>SM</sup> renewable energy

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. See **Your Supplier Options** under *About Your Bill*.

► [ngrid.com](https://ngrid.com)



Please stay alert to construction projects when driving. Follow work zone traffic restrictions.

## 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](https://ngrid.com/timeofuse)

Find energy-saving tips and ideas for fall.

► [ngrid.com/saveathome](https://ngrid.com/saveathome)

## Our Communities. Our Commitment.



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

For predictable payments based on usage, see if the Budget Plan is right for you.

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

**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.