

Winter 2024

weconnect

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



Here when you need us.

We know winter energy bills can be a challenge, especially as other household expenses remain high.

When you need assistance this winter, we're here for you with programs and services to keep you and your home comfortable and safe.

Explore all the ways our **Customer Savings Initiative** can help — whether you own or rent your home or run a business — at ngrid.com/heretohelp

Stay alert to scams

We perform all upgrade and inspection work at no cost to you. Please be alert to anyone seeking to extort money for unneeded “pre-inspections” or similar fraudulent offers.

▶ ngrid.com/scam

My Account

Keeping your contact information up-to-date helps us reach you when needed.

▶ ngrid.com/myaccount

Explore our

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

Customer Service:

1-800-642-4272



- ▶ Third-party notification: 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 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 customers and communities we serve

Have a neighborhood event or project, or an idea for one? Let us know how we can get involved.

► ngrid.com/project-c



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**.



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.
- Set up 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.
這是一個重要的通知。請翻譯一下。
هذا إخطار مهم. نترجى ترجمته.
এটা একটা গুরুত্বপূর্ণ বজ্রিৎপত্তি। অনুগ্রহ করুন এটা অনুবাদ করুন ননি।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
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