

Spring 2024

# weconnect

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

## We're here to help you manage your energy bill

If the impact of winter energy costs along with higher prices on household expenses has you considering your options for assistance this spring, remember we're here to help you manage your bill, save energy and access assistance if you need it.

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

## New ways to pay

Now you can easily make a digital payment\* using Venmo, PayPal, Google Pay or Apple Pay, available through our partnership with the Speedpay payment system.

\*\$1.75 residential and \$5.95 commercial fees may apply

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

## 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](https://ngrid.com) under *Your Account*

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.



## Gas Emergency:

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

24 hours a day, 7 days a week



- Smell gas? Act fast.
- 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](https://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](https://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](http://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](http://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](http://ngrid.com)

## HEAP cooling assistance

The Home Energy Assistance Program (HEAP) cooling assistance benefit for eligible customers is scheduled to open April 15.

► <https://otda.ny.gov/programs/heap>

## Choose the right tree to reduce energy use

For cooling 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 and call **811** before digging (see left). For help choosing the right tree, see our link or call your local nursery.



► [ngrid.com/treetrimming](http://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**.

## Time for Time-of-Use?

Eligible residential electric customers can use the voluntary time-of-use rate (SC-1 VTOU) to save on electricity use, compare yearly use, and charge electric vehicles during off-peak hours with an onboard timer, mobile app, or EV charging station.

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



Our new **EV Charge Smart Plan** can help you lower your home energy use and costs by conveniently scheduling electric vehicle charging during off-peak hours, 11 p.m.–7 a.m.

► [nationalgridus.com/charge-smart-ny](http://nationalgridus.com/charge-smart-ny)

### This is an important notice. Please have it translated.

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

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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.