

nationalgrid

weconnect

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

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

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

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

fall 2020

ngrid.com



We're here to help now, and in the days ahead.

As the warmth of summer gives way to shorter days and cooler nights of autumn, the uncertainty from COVID-19 remains with us all.

If you have been financially impacted by the pandemic and are concerned about paying your National Grid bill, rest assured that solutions are available to help you.

All customers qualify for payment assistance

Our COVID-19 Payment Agreement allows you to spread your past due amount over 12 manageable monthly installments — with 0% down payment and no financial reporting.

To learn more, visit ngrid.com/billhelp or call us at **1-800-443-1837**.

Receive outage alerts your way.

You can choose how — and when — to be informed during an electric outage — by text, email or phone. Set up your alerts today. Visit ngrid.com/connect and follow the simple steps.

Want alerts by text*? Simply text **REG** to **64743**.

*We do not charge for text alerts but normal message and data rates may apply based on your mobile carrier plan.



Manage monthly energy bills with the Budget Plan.



The Budget Plan uses the amount you usually pay on your National Grid bill in a year and breaks that into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Visit ngrid.com to see if the Budget Plan is right for you.

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.

For locations near you visit ngrid.com/nybillpay

See page 2 for more payment assistance options.

Explore the Marketplace.

Explore affordable, energy-efficient products that will help you conserve energy while you're spending more time at home this winter. Instant rebates on LED light bulbs, smart thermostats, powerstrips and more available for National Grid customers. Special discounts on thermostats and lighting will be available during Black Friday and Cyber Monday.



Visit:
**ngrid.com/
shop**



GreenUpSM renewable energy options.

You 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. Learn more in the rates section of our website.



Take steps to avoid carbon monoxide poisoning.

- Schedule a heating system checkup with a licensed professional.
- Be sure to check CO detectors to make sure they are working properly.
- If your detector sounds the alarm have everyone go outside immediately and call **1-800-892-2345** or **911**.



What to know about shared meters.

If you are a residential building tenant, you are not obligated to pay for gas service in any area outside your own dwelling unit. For more information about shared meter conditions, please call Customer Service.

Where to find assistance.



Consumer Advocates

Our Consumer Advocates can provide additional support.



ConsumerAdvocatesUNY
@nationalgrid.com

or



1-800-642-4272
for more information.

HEAP and the Energy Affordability Program

The Home Energy Assistance Program (HEAP) helps income eligible customers with their home heating bills. HEAP typically opens in November. To learn more visit:

<https://otda.ny.gov/programs/heap/> or call the OTDA HEAP Hotline at **1-800-342-3009**.

Enrollment in our Energy Affordability Program (EAP), which provides a monthly bill discount, is automatic with the receipt of a HEAP payment. The EAP discount continues for those that apply for HEAP annually.

To learn more visit: **ngrid.com/discount**

Planning fall planting?

Call **811** or visit **digsafelynewyork.com** to have underground lines marked before starting any digging project.



Call before you dig

Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at ngrid.com

Vea el enlace «seleccionar idioma» en ngrid.com

Voir le lien «sélectionner la langue» sur ngrid.com

Vedere il collegamento "seleziona lingua" su ngrid.com

Smell gas. Act fast. Gas Emergency?
1-800-892-2345 or call **911**

Ver a ligação "selecionar língua" em ngrid.com

См. илку "Выбрать язык" на сайте ngrid.com

Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com