

Spring 2025

we connect

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

Here for you with solutions to help manage your energy bill

We are starting to see the first signs of spring after a long, cold winter across New York. We recognize it's been challenging managing higher energy bills alongside rising costs for other household expenses.

We are committed to delivering safe and reliable energy to you and the communities we serve. We offer various programs and services to help you manage your energy bill and access financial assistance if needed.

Explore all the ways we can help at

▶ ngrid.com/hereforyou

Check automatic payments

Help avoid payment issues: periodically review and update your account information with your banking institution.

▶ ngrid.com/payonline

Smart meters on the way

Smart meters improve service and reliability, while helping you control energy usage and save.

Currently we're installing new smart meters across portions of upstate New York.

You'll receive information and advance notice as we approach your area.

▶ ngrid.com/smartmeter



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

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

^{*}Data rates may apply. Text STOP to cancel.

Customer Service:

1-800-642-4272



- ▶ We provide special protections programs for elderly, blind, and disabled persons, persons with medical emergencies, and persons who rely on electrically operated life-sustaining equipment.

ngrid.com/uny-specialprotections

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 udigyny.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



Equipment change notification

If you've added new electrical equipment or made changes that could affect the capacity or function of our facilities, please call **1-800-642-4272** to determine whether an inspection may be needed.

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

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

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



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

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.