

Fall 2024

# weconnect

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



## Prepare now for colder temperatures



With some planning and preparation now, you can keep your home comfortable and safe when colder weather returns. Taking actions to save energy where you can also helps control your costs.

If you're behind on your bill, we want to help you get back on track and maintain your service. Our specialists will help you set up a payment plan and connect you with resources if you need them.

▶ [ngrid.com/hereforyou](https://ngrid.com/hereforyou)

## 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.

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

Explore our

**weconnect+**

digital newsletter for more customer news, videos and energy efficiency tips. 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**



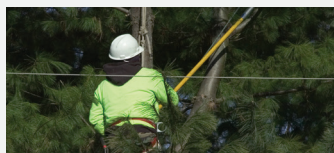
Options to report electric outages

- 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/treertrimming](https://ngrid.com/treertrimming)



## 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)

Please check and be sure you are being billed at the correct rate. Your rate code can be found on your bill below your account number.

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

**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.

## Energy-savings spotlight

- Install an ENERGY STAR® certified smart thermostat, which can save you up to \$180 a year.
- Save instantly with discounts on select energy-saving products at your local hardware stores, Lowe's, and Home Depot.



Find energy-saving tips and ideas for fall.

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

## Special protections available for eligible households

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](https://ngrid.com/uny-specialprotections) or call **1-800-642-4272**

## 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)

Scams can happen at any time. To protect yourself, learn more.

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

## Shared meters are illegal

Please contact us if you suspect a shared meter. A shared meter is illegal and building owners can incur large fines. Tenants should only pay for the gas or electricity that is provided to their dwelling or areas under their control.

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

**Watch for HEAP opening in November.**