

Winter 2025

# weconnect

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



## All winter long, we're here for you

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

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.

Explore all the ways we can help – whether you own or rent your home or run a business – at [ngrid.com/hereforyou](https://ngrid.com/hereforyou)

## New opt-in option to manage your usage data

Now you can manage how you access and share your utility data – bill history, energy consumption – with our authorized partners. Green Button Connect is simple, secure and easy to access.

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

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.

### 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](https://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](https://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](http://ngrid.com/eap)

**Care & Share** is a National Grid program administered by HeartShare Human Services of NY to help qualified households meet home heating needs. The program opens in February. Customers may apply once per year after they have received all HEAP assistance. For information on how to apply, call **1-855-852-2736**.

For added help visit [ngrid.com/consumeradvocates](http://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](http://ngrid.com/project-c)



Special protection 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](http://ngrid.com/uny-specialprotections) or call **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](http://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](http://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](http://ngrid.com/billpay)

For predictable monthly payments based on your usage, see if the **Budget Plan** is right for you. ► [ngrid.com/hereforyou](http://ngrid.com/hereforyou)

To report an electric outage, text **REG** to **64743 (NGRID)** or visit [ngrid.com/outage](http://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.  
טצעזרעביא עטיב. גאזנא עקיטיוו א זיא סאא