

# WeConnect

Energy news for our customers in Upstate New York



Stay comfortable in the cooler days ahead. Visit [ngrid.com/save](http://ngrid.com/save) to learn more.

Gas Emergency

**1-800-892-2345**

or call **911**

Electric Emergency

**1-800-867-5222**

Customer Service

**1-800-642-4272**

[www.nationalgridus.com](http://www.nationalgridus.com)

## Managing your bill



## Various programs help you manage costs.

As we head into another winter season, here are some programs and solutions to help you manage costs:

**Budget Plan** spreads costs evenly and is adjusted every three months to remove peaks and valleys from your bill. You still pay the same amount as if you weren't on the plan. To qualify your account must be current. Visit [ngrid.com/balancemybill](http://ngrid.com/balancemybill) to learn more.

**Home Energy Assistance Program (HEAP)** is a federally funded program that opens in November. HEAP helps income-eligible households pay energy bills. Contact: **1-800-342-3009**, [mybenefits.ny.gov](http://mybenefits.ny.gov) or local Department of Social Services.

**Energy Affordability Program** is for eligible customers who have received HEAP benefits within the last 14 months. EAP monthly bill credits are based on the customer's HEAP benefit, which must be applied for every year. Contact **1-866-305-1915** or [affordability@nationalgrid.com](mailto:affordability@nationalgrid.com) for more information.

**Consumer Advocates** connect customers experiencing financial hardship to programs and services that help income-eligible customers lower their energy costs. Contact: **1-800-642-4272** for an advocate in your area.



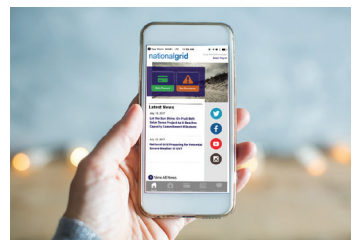
## Save time with DirectPay and Paperless billing.

**DirectPay** allows you to pay your bill automatically from a bank account. Visit [nationalgridus.com](http://nationalgridus.com) for a complete list of payment options.

By going **paperless**, your energy bill arrives via email, providing a secure way to pay. Visit [ngrid.com/enroll](http://ngrid.com/enroll) today and:

- Enjoy a monthly bill credit.
- Receive a reminder before payment is due.
- Visit [ngrid.com/autopay](http://ngrid.com/autopay) to enroll in automatic payment.

Make payments online or on the National Grid app, available at **iTunes** or **Google Play**.



## Use authorized agency when paying in person.

Use an authorized payment agency to ensure payments are made on a timely basis and your account is being credited properly. When paying in person bring your bill and always keep a payment record or receipt. Visit [nationalgridus.com](http://nationalgridus.com) for more options.



## TTY users can contact us for help.

TTY users can call about service, billing or to report an emergency. Dial **711** for the relay service, which will then connect you with National Grid customer service.





## Smell gas. Act fast.

Gas leaks are recognized by:



**Smell** – A pungent odorant, similar to rotten eggs, is added to natural gas so you can detect it fast.



**Sight** – Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. Plants in the area of a leak may appear to be dying.



**Sound** – Unusual noises – roaring, hissing, whistling – may be heard.

If you smell gas, leave the area and call **1-800-892-2345** or **911**. Never assume someone else will call.

## Your seasonal to-do list.

### Indoors – be energy efficient

- Remove window air conditioner or cover up to reduce drafts.
- Clean chimney, flue and vents. Have fireplace checked.
- Seal any holes or cracks that could let cold air in.
- Caulk around windows. Replace broken panes on storm windows and doors.

### Outdoors – safety is key

- Keep ladders and long-handled tools level when transporting.
- Look up before using ladders or long-handled tools to avoid power lines.
- Keep all tools at least 10 feet away from power lines.
- Use caution with metal siding, gutters and antennas, which can all conduct electricity.

## A storm kit keeps you ready.

Be ready for the elements with a storm kit. You should include flashlights and fresh batteries, a battery-powered radio, extra food, water, medications, a manual can opener, personal hygiene items, extra blankets and warm clothing.

## Energy efficiency



## Choose renewable energy with GreenUp<sup>SM</sup>.



Our GreenUp<sup>SM</sup> program gives you the option to have all or part of your electricity produced by providers who generate power from renewable resources all while keeping us as your energy supplier. Visit **[nationalgridus.com](http://nationalgridus.com)** for details. Look for GreenUp<sup>SM</sup> information located under the Business Partners tab. The program is available to National Grid customers who are current on their accounts.

## Prepare today to face colder days tomorrow.

Fall is the perfect time to upgrade outdated heating equipment to newer, more energy-efficient models. Doing so will save you as much as 30 percent on energy bills, reduce maintenance, and improve the comfort of your home. Visit **[nationalgridus.com](http://nationalgridus.com)** for more.

## In our community



## Catching up with the community at summer fairs.



National Grid employee volunteers met with the community to spread the word about energy savings, solar programs, and more. We greeted fairgoers in Erie and Saratoga counties and at The Great New York State Fair, sharing information on energy safety, electric vehicles, solar energy and more.

**Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See “select language” link at [nationalgridus.com](http://nationalgridus.com)**

Veá el enlace «seleccionar idioma» en [nationalgridus.com](http://nationalgridus.com)  
 Voir le lien «sélectionner la langue» sur [nationalgridus.com](http://nationalgridus.com)  
 Vedere il collegamento “seleziona lingua” su [nationalgridus.com](http://nationalgridus.com)



**Smell gas. Act fast.**

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

Ver a ligação “selecionar língua” em [nationalgridus.com](http://nationalgridus.com)  
 См. ссылку “Выбрать язык” на сайте [nationalgridus.com](http://nationalgridus.com)  
 Xem liên kết “lựa chọn ngôn ngữ” tại [nationalgridus.com](http://nationalgridus.com)