

Energy news for
our customers in
Upstate New York

Spring
2019

Connect with us on



i lgr'd
WeConnect

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

Electric Emergency
1-800-867-5222

Customer Service
1-800-642-4272
nationalgridus.com

Your safety tips ►

Text messaging

Get connected. Text **STORM** to **NGRID (64743)** to sign up. Text **STOP** to **NGRID (64743)** to opt out.

Visit us online at ngrid.com/reportoutage to report or see current outages.

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

Smell gas – act fast

Call **1-800-892-2345** or **911**

Energy theft

Tampering or bypassing meters or piping puts lives in danger and threatens public safety. If you have information, call **1-800-322-2234**. Calls are confidential.



Reminder:

Our employees and contractors carry photo identification cards. Without the proper ID, don't let them in.

Your bill ►

Consumer advocates

assist income eligible and vulnerable customers facing financial hardship. Call **1-800-642-4272** and ask to have a consumer advocate contact you.

A guide to springing forward



Overhead power lines are not insulated. They carry enough energy to cause serious injuries – even death. Assume ALL lines are live. Keep tools, ladders, pipes, lumber, or siding away from wires.



Digging up the landscape? Call **811** several days in advance before beginning any work. It's free and it's the law.



Plant trees to reduce your energy bill. Create shade in summer by planting trees that shed leaves on the south and east sides of your home.



As construction projects increase this spring be cautious. Follow traffic restrictions in work zones.



Guard against carbon monoxide

Install carbon monoxide (CO) detectors on each level of your home. Test the detector regularly and replace batteries at least once a year.

CO poisoning symptoms



Feels like the flu; headache, dizziness, weakness, sleepiness, nausea, chest tightness.

If you suspect CO exposure

- go outside immediately
- call **911** or **1-800-892-2345**

Payment options

- Go paperless today. ngrid.com/enroll
- Never miss a payment with automatic pay options.
- Make a one-time payment online.

ngrid.com/nybillpay



Help available for landlords

Our Leave on for Landlord program allows for continued service between tenants and automatic notification when renters move out. It's easy to get started!

Visit ngrid.com/uny-landlord to enroll today.



Moving? Call us first.

Contact Customer Service at **1-800-642-4272** at least five days before moving so that we can schedule a technician to visit your home. You must be prepared to provide access to your meter. Doing so ensures you will get an accurate final bill and you won't be billed for service beyond the date of your responsibility.

Shifting into a green future

In an effort to support clean energy, we are committed to expanding electric vehicle use.

Electric vehicle use in Upstate New York

 **35,559**
Electric vehicles in operation

 **1,172**
Charging stations*

 Save up to **\$9,500**
with state and federal incentives.

*As of 1/2019.

We are looking to increase the number of charging stations across our service territory.



Adjust home settings with a Wi-Fi thermostat

With a Wi-Fi-enabled thermostat, your home's temperature can change with the weather. Use a smartphone, tablet or laptop to adjust settings, and lowering the device can trim your energy bill up to \$180 per year.

Visit our Marketplace and get a \$75 instant rebate. ngrid.com/shop



Shine a light on savings



Replace old lighting with ENERGY STAR® certified LED light bulbs and use up to 90% less electricity. Plus, your new lights will last approximately 25-times longer.



Upgrade and save

The average water heater lasts approximately 10 to 15 years. Consider upgrading to an ENERGY STAR® qualified appliance.

Smitten Mitten drive

National Grid partnered with the Society of St. Vincent de Paul to collect new and gently used mittens and gloves for the organization's Smitten Mitten drive. Employees collected more than 130 pairs of mittens and hundreds of toiletry items to distribute to chapters serving Albany, Buffalo and Long Island. Visit svdpusa.org to learn more about the organization's mission.



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

Veá el enlace «seleccionar idioma» en nationalgridus.com

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

Vedere il collegamento "seleziona lingua" su nationalgridus.com

Ver a ligação "selecionar língua" em nationalgridus.com

См. ссылку "Выбрать язык" на сайте nationalgridus.com

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

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1-800-892-2345

or call **911**