

Summer 2026

# weconnect

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



## We're Here for You Through the Dog Days of Summer

Summer is in full swing, and we're here to help you stay comfortable, safe, and in control of your energy use.

Available resources include:

- The **Budget Plan**—Helps even out your monthly energy costs and avoid seasonal spikes
- **Flexible payment plans**—Designed to best fit your needs
- **MyAccount**—A singular place to make payments and view how you use energy
- Other **support and assistance programs**—Resources to help you stay comfortable and manage costs

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

## Green Button Connect

Green Button Connect lets you securely share your energy data with trusted third-party tools. These tools can help you understand how your home uses energy, find ways to save, and plan upgrades like solar panels or an electric vehicle. You're always in control and can manage access at any time.



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

Customer Service:  
**1-800-642-4272**



Gas Emergency:  
**911 or 1-800-892-2345**  
24 hours a day, 7 days a week



- ▶ Smell gas? Act fast. Call **911** or our emergency number **1-800-892-2345** if you come into contact with gas meters, piping, or valves.
- ▶ Always keep power tools and lawn mowers away from gas systems.

Electric Emergency:  
**1-800-867-5222**



### Extreme Heat Protections

Your safety and well-being are important to us, especially during periods of extreme weather. Effective June 1, 2026, our residential electric service customers will not have their service shut off for non-payment during periods of extreme heat. An extreme heat day occurs when the heat index reaches or is expected to reach 90°F or higher.

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

### Summer Storm Safety

Assemble a storm kit including flashlights, a battery-operated radio, extra batteries, basic first aid supplies, medications, and a small supply of water, food, and baby supplies.

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

## Tips to Avoid Heat Stress

Extreme heat can take a toll. These simple steps can help keep you comfortable and safe:

- Drink water throughout the day and stay hydrated
- Limit alcohol, caffeine, and excess salt
- Wear lightweight, light-colored clothing
- Close blinds or drapes during peak sunlight



## Peak Demand Days

ConnectedSolutions offers an easy way for you to earn incentives and manage your energy bill. On peak summer days, your enrolled smart thermostat may briefly adjust to save energy—no action needed from you.

► [ngrid.com/connectedsolutions](http://ngrid.com/connectedsolutions)

## Auto Pay Status

If you have recently switched your account to a new account holder/person, make sure to confirm that autopay is still activated and goes to the correct bank account.

► [ngrid.com/automated-payments](http://ngrid.com/automated-payments)

## Energy-Savings Spotlight

Check what's near your room air conditioner or thermostat. Heat from lamps, TVs, and other electronics may affect temperature readings, causing your cooling system to run longer than needed.



## Vegetation Management

Trees play an important role in keeping your electric service running reliably. Our vegetation management program helps reduce outages and improve safety by trimming and maintaining trees near power lines. We also encourage smart planting to help protect your service while preserving the value trees bring to your home.

► [ngrid.com/trees](http://ngrid.com/trees)

## 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. For more information on requesting a special protection please call us at **1-800-642-4272**.

► [ngrid.com/ny-specialprotections](http://ngrid.com/ny-specialprotections)

## Contact 811 Before You Dig

If your project involves digging, call **811** before you begin. This free service marks public utility lines to help keep you and your property safe.

Remember to mark any private lines on your property, including lines for outdoor lighting, patio heaters, or sheds.

UDigNY: Call **811** or **1-800-962-7962**

► [udignyny.org](http://udignyny.org)

## Gas Meter Exchange



Is your gas meter due to be exchanged?

► [ngrid.com/ny-meterswap](http://ngrid.com/ny-meterswap)



**Utility Worker Safety Reminder:** State laws are designed to protect utility workers while they are carrying out their duties. Assaulting or causing physical injury to a utility worker is a criminal offense and may result in penalties of up to seven years in jail.

### This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sírvase 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 hãy dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
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এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।  
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