

Fall 2026

weconnect

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



We're Here for You This Fall

As temperatures begin to drop, we're here to help you stay comfortable and in control of your energy costs. Find practical energy-saving tips, bill assistance resources, and programs designed to support you throughout the heating season.

► ngrid.com/hereforyou

Is Your Gas Meter Due for an Exchange?

New York State regulations require us to exchange gas meters. The process is quick, easy, and provided at no cost to you. If you've received a notice that yours is due, please schedule an appointment at your earliest convenience.

► ngrid.com/uny-meterswap

Watch Our Bill Help Webinar

Our Consumer Advocates provide support to customers looking for help managing energy bills. Watch a recorded webinar to learn about assistance programs and services that may be available to you.

► ngrid.com/nyevents

Turn Energy Insights Into Savings

Understanding how your home uses energy can help you make informed decisions. **Green Button Connect** gives you the option to securely share your energy usage data with trusted third-parties that can help you explore savings opportunities and plan future upgrades.

► ngrid.com/greenbutton

Customer Service:

1-800-642-4272



Gas Emergency:

Smell gas? Act fast.

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 carbon monoxide 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
- Call **1-800-867-5222**
- Access safety information, storm updates and outage maps at ngrid.com/outagecentral

Customer-owned gas piping, or a yard line, is underground piping beyond the meter. As the property owner, you are responsible for notifying National Grid after installation and future maintenance. Please let us know its location to help support leak surveys.

A cross-section diagram of a house illustrating the distribution of natural gas. The diagram shows the gas entering the house through a main line, then branching out to various appliances: a gas meter, a gas heater, a gas stove, and a gas-powered generator. A gas vent is also shown exiting the house. The diagram is labeled with the following text:

- GAS METER
- GAS HEATER
- GAS STOVE
- GAS POWERED GENERATOR
- GAS VENT

Special protections may be available for eligible customers who are elderly, have a disability, are experiencing a medical emergency, or rely on electrically operated life-sustaining equipment.

Your Energy Rate Matters

Did you know your energy rate can impact your bill? Take a moment to review your rate code, located on your bill below your account number, to confirm it's the right fit for your account.

Small changes around your home can help improve comfort and reduce energy use this season.

- Schedule heating system maintenance and replace filters regularly.
- Adjust your thermostat settings to match your schedule and the weather.

Keep your home warm in the winter and cool in the summer with a state-of-the-art, energy-efficient heat pump system that can help reduce energy use, lower your carbon footprint, and enhance comfort.

If you're eligible, our Energy Affordability Program (EAP) can help lower your monthly energy bill. Customers who receive a HEAP benefit are automatically enrolled and can continue receiving the discount by renewing their HEAP application each year.

HEAP applications open in November.



Choose to match all or part of your electricity use with renewable energy from wind, solar, and hydroelectric sources while keeping National Grid as your supplier. See *Your Supplier Options* under *About Your Bill*.

 ngrid.com

If you suspect your meter is shared with another unit, we're here to help. Tenants should only be billed for the energy used in their home or areas under their control. Shared meters are illegal, and property owners may be subject to penalties.

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。
 هتجرت بجزوت معہم راضا اذہ
 এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
 Sa a se yen avi enpöten. Tanpri, fè li tradwi.
 טענערבייט עט"ב. אנאמא עקטירטירט זיין אים אדא

► ngrid.com/gridforgood