

WeConnect

Energy news for our electric customers in Massachusetts



Every National Grid employee carries a photo ID card, and any contractor doing work for us is also required to carry ID.

Electric Emergency
1-800-465-1212
Customer Service
1-800-322-3223

Save energy, remove moisture with a new dehumidifier.

Apply for a \$30 rebate* from National Grid when you purchase an ENERGY STAR® certified dehumidifier, which uses 15 percent less energy to remove the same amount of moisture from the air as a non-ENERGY STAR unit.

An ENERGY STAR certified dehumidifier has more efficient refrigeration coils, compressors, and fans than a standard model – saving about \$175 over the life of the unit in avoided electric costs. In fact, the annual energy saved by an ENERGY STAR certified dehumidifier could power your ENERGY STAR refrigerator for four months!

ENERGY STAR certified dehumidifiers are available at many local hardware stores and big box retailers. Visit www.ngrid.com/ma-dehumidifier to find a participating retailer near you and download a rebate form or apply online. For more information, please call **1-877-ESTAR-4-U (378-2748)**.



*You must be a Massachusetts residential electric customer of National Grid to qualify. Only ENERGY STAR certified dehumidifiers purchased between January 1, 2015 and December 31, 2015 are eligible for a rebate. Rebate form and dated receipt must be received by January 31, 2016. Limit one dehumidifier rebate per Massachusetts residential electric account per calendar year.

Guard against scam artists, impersonators.

National Grid and local police departments continue to receive calls from customers targeted by billing scam artists and imposters posing as utility employees. Please be alert for these imposters who may try to gain access to sensitive account information or attempt to gain entry to your home.

- Every National Grid employee and all contractors doing work for us, carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in and please call Customer Service at **1-800-322-3223**. If you feel you are in immediate danger, call **911**.
- We do call customers with outstanding balances, requesting payment and notifying of the potential for service interruption (due to non-payment). However, we do not accept pre-paid debit cards for payment and would never ask a customer to acquire one of these cards to make a bill payment.
- If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

Planning spring planting? Call 811 first.

Planning spring planting or outdoor home improvement projects? Call **811** before starting your project. It's free and it's the law.

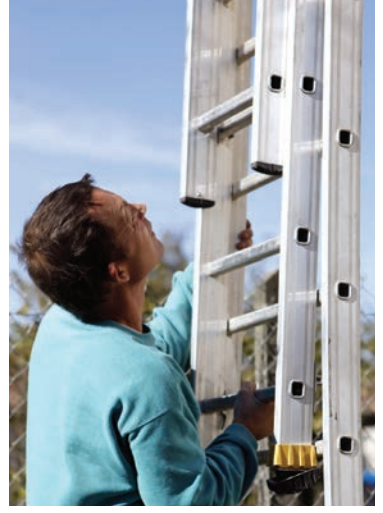
The Dig Safe® center will notify us and other utilities to place warning markers near wires, pipes or cables so you will know what areas to avoid. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood or harm you and those around you.



Tips for working safely outdoors.

Keep safety in mind when tackling those home and yard projects.

- Overhead power lines are not insulated, and carry enough energy to cause serious injury or even death. Regard all wires as live.
- Stay at least 10 feet away from residential electric lines and equipment.
- Look up and keep ladders at least 10 feet away from power lines when carrying, moving, and raising them.
- Keep away from wires when working with tools, pipe, lumber or siding—all of which can conduct electricity.
- Make sure the area is clear of wires before working near trees or shrubs.
- Never attach or tie anything off to power lines or electrical equipment.



Use an authorized agency when paying your bill in person.

If you pay your National Grid bill in person, be sure to use an authorized payment agency to ensure that payments are made on a timely basis, and that your account is being credited properly.

Know before you go. Contact the payment agent and ask:

- Do they accept payments for National Grid bills?
- What form of payment do they accept?
- Are there dollar limits or any service fees?

When you pay in person:

- Bring your bill with you to ensure that your payment is properly credited.
- Always keep a receipt or other record of your payment.

Looking for an easier way to pay your bill?

We offer a variety of bill payment options.

Automatic payments

Never worry about late payments again. We offer payment plans that automatically withdraw funds from your bank account.

One-time payment options

You can make a one-time payment for single or multiple accounts using your bank, checking or savings account.

Budget Plan

With the Budget Plan you can spread out your energy costs over the course of the year, so your bill is more predictable. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.

For all the details on these and other options, visit www.nationalgrid.com or call Customer Service.

Stay connected during spring storms.

We offer a number of ways to stay connected before, during and after a major storm.

National Grid sends text messages out to customers during major storms. You can receive important safety tips, contacts and more. Text the word **STORM** to **NGRID (64743)*** to sign up.

For up-to-date information, photos, safety tips and more, find us on Facebook, Twitter and Instagram.



*We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. You can opt out by texting the word **STOP** to **NGRID (64743)**.

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.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



Stay away from downed power lines, and if you see one, call us right away at **1-800-465-1212**.