

WeConnect

Energy news for our electric customers in Massachusetts



Guard against scams this season. Visit www.nationalgrid.com for information.

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

Ways to manage your energy bill this winter.

Opportunities to manage your energy usage this winter can be found all around your home.

- Using an advanced power strip to eliminate “standby energy loss” from computer screens and other devices when they are not being used, for instance, can save up to \$100 per year in energy costs.
- Maintaining an efficient heating system is an important step to conserving energy.
- Have your heating system serviced once every two years by a licensed, qualified professional.
- Caulk around windows.
- Seal any holes or cracks that let cold air inside.



For more information, visit www.ngrid.com/billhelp, or call Customer Service at **1-800-322-3223**.

Mobile bill pay now available.

We’ve upgraded the National Grid mobile app and mobile website, including the ability to now make an easy one-time payment.

To access our mobile website, go to www.nationalgrid.com from your mobile device.

To download our app, search for National Grid in the iTunes and Google Play stores.



Spread out your energy bill payments with the Budget Plan.

The Budget Plan* helps make it easier to manage your household energy payments each season by taking the “peaks and valleys” out of energy bills.

You still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.

The Budget Plan is easy! You get the same convenient payment options such as our popular automatic payment programs. To enroll, visit us online or call Customer Service, **1-800-322-3223**.



*To qualify for the Budget Plan, your account must be current with no outstanding balance

Arrears management program.

National Grid’s Arrears Management Program (AMP) provides financial assistance to qualified low-income customers in Massachusetts who have unpaid energy bills. As part of the program, you may be eligible for forgiveness of past due bills. For more information on this and other National Grid assistance programs, visit www.nationalgrid.com

Send a greeting card and help a child.



National Grid is proud to partner with Boston Children's Hospital this holiday season. When you purchase your custom holiday cards at www.moo.com/bch 100 percent of the proceeds will go directly to Boston Children's Hospital with a dollar-for-dollar matching donation of up to \$75,000 by National Grid.



Choose carefully when using a payment agency.

Use caution when paying your National Grid bill through a bill payment service.

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

For a list of authorized agencies near you, visit www.nationalgrid.com

Be prepared for winter weather.

Snow. Wind. Freezing rain. Be ready for whatever the weather brings this winter.

Prepare a storm kit that includes:

- A flashlight and fresh batteries
- A battery-powered radio
- Extra food, water and manual can opener
- Extra medicine and baby supplies
- Sanitation and personal hygiene items
- Extra blankets and warm clothing

In addition to the items above, be sure to check that fire extinguishers, smoke detectors and carbon monoxide detectors are working.

If you have a generator, please make sure you can operate it safely.



Where to find bill payment assistance.

Billing options and discounts are available to help eligible customers who may have difficulty paying their monthly electric bill.

Low Income Home Energy Assistance Program (LIHEAP)

Fuel Assistance, also known as the Low Income Home Energy Assistance Program (LIHEAP), can provide financial assistance to income eligible applicants.

In Massachusetts these funds are administered by the Department of Housing and Community Development (DHCD). If you believe you are eligible for these funds, please contact your local Community Action Program (CAP) agency.

Visit www.mass.gov/dhcd or call the Massachusetts Heat Line toll-free at **1-800-632-8175**.

Good Neighbor Energy Fund

The Massachusetts Good Neighbor Energy Fund may be able to help customers who do not qualify for other financial assistance. Visit www.magoodneighbor.org or call the Good Neighbor Energy Fund at **1-800-334-3047**.

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**.