

WeConnect

Energy news for our electric customers in Massachusetts



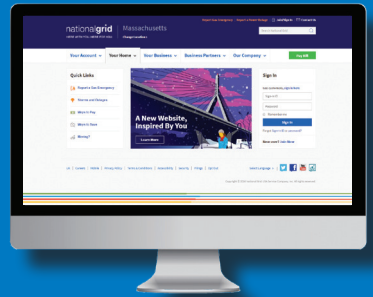
Save energy. Save money.
Visit nationalgridus.com

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

Introducing our new, improved website.

Inspired by your feedback, we went to work designing a better site for you. In addition to a new look and cleaner design, our new site offers:

- Quicker, easier payments (including mobile payments through our app, available from iTunes and GooglePlay)
- Personalized energy usage insights and tracking
- A site search to easily locate information
- Multi-language support
- Faster storm and emergency notifications



What about my account? Do I need to update my account login or payment details?

No, you don't need to update anything. Any payment plans you were enrolled in are still active. And your past usage details and bills are still accessible from your account once you login. Visit www.nationalgridus.com today and explore what our new website has to offer!

Explore energy options, but always ask for ID.

Our Massachusetts customers may receive solicitations from alternate energy suppliers. We encourage customers to consider all available energy supply options. For more information, visit www.ngrid.com/masschoice.

National Grid employees and contractors have visible photo identification badges with the company logo and wear uniforms with the company name and logo when conducting routine or emergency services for residences and businesses. Most, but not all, National Grid employees also travel in clearly marked National Grid vehicles. Always ask to see the identification of anyone attempting to gain entrance to your home — especially if you did not initiate a service call. If someone requesting entry into your home or place of business does not show an ID card, do not let them in. If you feel you are in immediate danger, call **911**.

Stay connected during major storms.

Text **STORM** to **NGRID (64743)** to sign up for text alerts during the storm.

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)**.



Where to look for bill help and energy savings.

Looking for help with your energy bill? Visit www.ngrid.com/billhelp to explore billing options and energy efficiency opportunities.

Energy theft is illegal and dangerous.

Thieves who steal electricity by tampering with or bypassing electric meters put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.

Carbon monoxide safety – seven points to remember.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. When fuels such as natural gas, butane, propane, wood, coal, heating oil, kerosene, and gasoline don't burn completely, they can release carbon monoxide into the air. Common sources include malfunctioning forced-air furnaces, kerosene space heaters, natural gas ranges, wood stoves, fireplaces and motor vehicle engines. **If you suspect carbon monoxide is present, go outside immediately and call 911.**

1. Install Underwriters Laboratory (UL) approved home carbon monoxide detectors on every floor of your home. Follow the manufacturer's installation instructions.
2. Check chimneys and flues for debris, bird nests and other blockages, and have them cleaned periodically.
3. Be sure space heaters and wood stoves are in good condition, have adequate ventilation and are used in strict compliance with the manufacturer's instructions.
4. **Never** use a gas range for heating or burn coal or charcoal in an enclosed space.
5. **Never** cover slots or holes in the bottom of the oven with spill pans or foil that can block airflow in the oven.
6. If you use a back-up generator to supply power during an outage, be sure to operate it outdoors.
7. Know that open windows do not provide sufficient ventilation to safely operate a generator indoors.

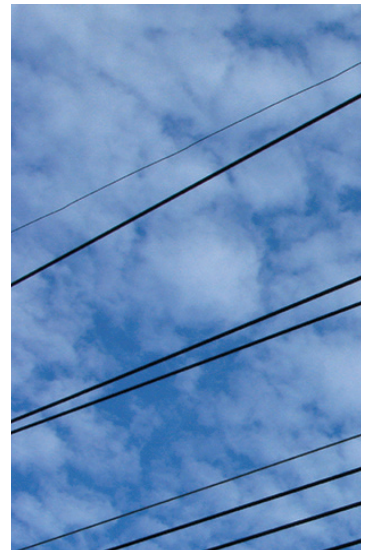


The symptoms of carbon monoxide poisoning are similar to those of the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control.

Stay alert near power lines.

Safeguard yourself and your family by being mindful of overhead power lines when you are working or playing outdoors.

- Stay at least 10 feet away from residential electric lines and equipment.
- Stay alert. 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 and siding – all of which can conduct electricity.
- Never allow children to climb trees near or underneath overhead lines.
- Never build a tree house in trees that are under or near power lines.
- If you see a downed power line, keep everyone away and call us immediately at **1-800-465-1212**.



Energy-saving tip for cooking.

Keep the oven door closed while cooking – the temperature can drop by as many as 25 degrees Fahrenheit each time you open the oven door.

Visit www.nationalgridus.com for more money-saving ideas and currently-available energy efficiency rebates.



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.

If you know we will be working in or near your home, please restrain your pet at that time. Thank you.