

WeConnect

Energy news for our electric customers in Massachusetts



Be kind to work crews.
Please slow down and use caution when traveling in work zones.

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

Bill pay the easy way.

For fast and easy ways to pay your bill, visit www.nationalgridus.com and click on the green "Pay My Bill" button, or download our mobile app.

To find our app, search for National Grid in *iTunes* and *GooglePlay* stores. To access our mobile website go to www.nationalgridus.com from your mobile device.

Stay safe — and connected — during storm season.

Summer storms can occur without warning. Be prepared by keeping these tips in mind after a storm or outage.

Stay safe. Stay away.

If you see a downed line, keep everyone away and report it to us at **1-800-465-1212** immediately. Repairing downed power lines can be dangerous work, so please drive carefully when you spot our repair crews on the road.

If you see a downed power line, **NEVER**:

- Touch downed power lines or anything coming in contact with fallen lines
- Walk beneath overhead equipment, lines, or wires near a downed line
- Touch someone who is being electrically shocked
- Handle or cut utility poles
- Burn old poles as firewood—this will expose you to the chemicals used to treat and preserve them

Stay connected.

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

Receive text alerts.

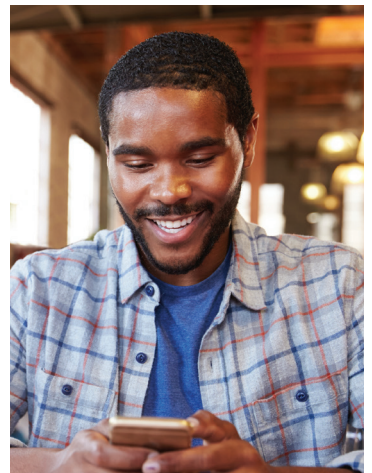
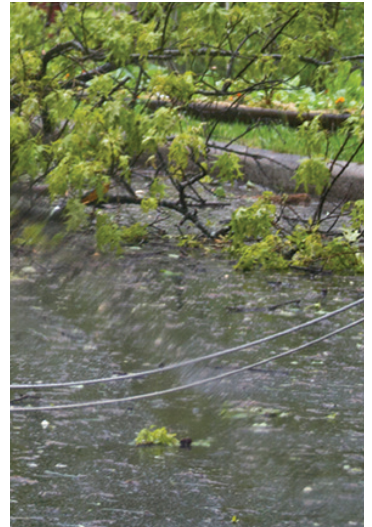
Sign up for state-level broadcast text alerts by texting the word **STORM** to **NGRID (64743)**.*

Get restoration information.

Text the word **SUM** followed by your town, county or state to **NGRID (64743)**.* For example, if you live in Waltham, simply text SUM Waltham to NGRID (64743).

Sign up for email alerts.

Create an online profile with us and you'll be able to receive emergency email alerts during storms and other incidents.



*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.

Payment options and services available.

We have programs and services that can help you pay and manage your energy bill.

- **Budget Billing Plan*** – helps spread payments out more evenly across the year.
- **Energy Efficiency Programs** – programs, offers and rebates to help lower your energy costs.
- **Deferred Payment Agreement Program** – for qualifying customers who have fallen behind on payments and cannot pay their bill in full.

For more on these programs, please visit www.nationalgridus.com or call Customer Service at **1-800-322-3223**.

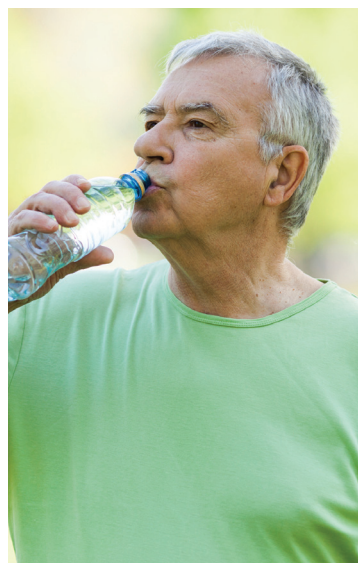
*To qualify for the Budget Billing Plan, your account must be current with no outstanding balance.

The chance of heat stress increases when temperatures soar.

Prolonged temperatures of 90 degrees or above combined with high humidity can cause the body's temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body's cooling system. Especially at risk are the elderly, young children and those with chronic illnesses. Some of the signs include dizziness, rapid heartbeat, dry skin (no sweating) and breathing problems.

Avoid the dangers of heat stress by:

- Drinking liquids. Don't wait until you are thirsty.
- Avoid alcohol and caffeine.
- Eat a well-balanced diet. Avoid hot, heavy meals.
- Take cool showers and baths.
- Wear light, loose-fitting clothing and a hat for sun.
- Avoid any hard physical work outdoors.
- Visit air conditioned buildings.



Tips for saving energy this summer.

A few simple steps can help you stay cool and cut energy costs this summer.

- Turn off lights, appliances, TVs, stereos and computers when not in use.
- Unplug your chargers, laptops, anything with a remote control, electric space heater and hot tub when not in use.
- Unplug your old, second refrigerator when not in use.
- Wash your clothes in cold water.
- Clean your electric dryer filter, and clean and straighten the exhaust hose/duct and vent outside.
- When buying new appliances, always choose models that are ENERGY STAR rated.
- Check air conditioner filters at least once a month during the warm season and clean them as needed.
- Use the fan setting at night when the air outside is cool, or open a window and leave the air conditioner off. Keep windows closed whenever the air conditioner is on.
- Closing your drapes or blinds will keep the hot sun out and run your air conditioner less.



Be on the alert for scammers.

If you receive an unexpected call or home visit from someone claiming to be a National Grid employee, do not provide sensitive information or allow access to your property without verifying their identity first. Visit www.nationalgridus.com for more information on recent customer scams.

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.