

WeConnect

Energy news for our electric customers in Massachusetts



NEW Customer Service hours
start April 9, Monday - Friday,
7 am - 7 pm

Electric Emergency
available 24/7.

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223
www.nationalgridus.com

Managing your bill



Use an authorized agency to make a payment.

If making a payment in person, use an authorized agency to ensure your National Grid payment is made on a timely basis and your account is being credited appropriately. A list of agencies is available online. Be sure to call ahead and ask:

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

Or, if you prefer, skip the line with DirectPay. DirectPay allows you to pay bills with automatic withdrawals from a checking or savings account. You can also pay online or by using the National Grid app, available from **iTunes** and **Google Play**.



Moving? Don't forget to contact us.

One week before you move, contact us to ensure you get an accurate final bill and you won't be billed beyond the date of responsibility.

Record cold impacts your energy bill.

A prolonged period of extreme cold this winter is impacting bills with increased energy usage and supply prices.

Visit ngrid.com/winterbills to learn about programs and services that can help.

Safety

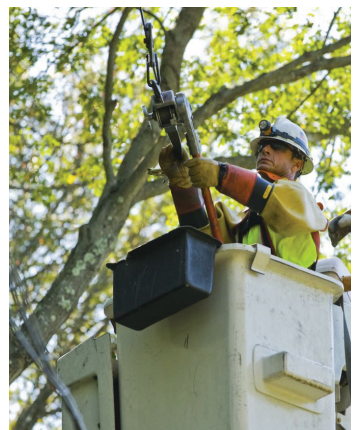


Get connected before storms hit.

We offer a number of ways to stay connected before, during and after a major storm, including text messaging. Text the word **STORM** to **NGRID (64743)*** to sign up for this service. Send the word **STOP** to **NGRID (64743)** to opt out. You can also find us on Facebook, Twitter, and Instagram.

If the power goes out, protect your home from a potential surge by disconnecting sensitive appliances such as computers, televisions, and microwaves. It's also a good idea to keep one light switch on so you know when power is restored.

**We do not charge customers for text alerts but normal message and data rates may apply based on your mobile carrier plan.*



Don't wait to report energy theft.

Energy theft, tampering or bypassing meters or piping, puts lives in danger and threatens public safety. If you have information about energy theft, call us at **1-800-322-3223**. Calls are confidential.



Stay safe during spring projects.

Before you spring ahead with any home improvement or landscaping plans involving digging, be sure to call **811** so underground utility lines can be marked. It's a free service and it's the law.



Planting a tree can provide shade in the summer, and help maintain the sun's warmth in winter. Deciduous trees that shed leaves, such as maples, oaks, birch, locusts, and lindens, should be planted on the south and east sides of your home. Be sure to plant away from overhead lines. For the correct tree for your area visit nationalgridus.com or call your local nursery.

When working outside remember to look up. Overhead power lines are not insulated and carry enough energy to cause serious injuries – even death. It's best to regard ALL lines as live.

To further protect yourself:

- Stay at least 10 feet away from residential electric lines and equipment.
- Keep ladders at least 10 feet away from power lines when carrying, moving or raising them.
- Keep tools, pipes, lumber, and siding (all of which can conduct electricity), away from wires.
- Never attach or tie anything off to power lines or electrical equipment.

Energy efficiency



Recycle your old refrigerator, earn a rebate.

Outdated refrigerators and freezers are huge energy eaters. Newer models cut down on energy use and can lower your bill. And, through Mass Save, you can call **1-877-889-4761** to schedule a no-cost pick-up of your old model for recycling and receive \$50.

Visit nationalgridus.com to learn more. *Must be a residential National Grid account holder to qualify. Maximum two units per household per calendar year. Other restrictions apply.*



Lighten up your home while lightening your budget.

By replacing old lighting with ENERGY STAR® certified lights, you will use up to 90 percent less electricity and your new lights will last 25-times longer. To save even more energy:

- Open blinds during the day to make use of natural sunlight.
- Save up to 40 percent by turning off lights during daytime.
- Install dimmer switches.



In our community



Keeping veterans warm this winter.

National Grid donated 1,000 Heart Smart assistance kits to Veterans Inc. of Worcester. The kits, for distribution to needy veterans, contain wool blankets, 27-feet of weather-stripping tape, as well as tips for staying warm and conserving energy. Visit veteransinc.org to learn more about Veterans Inc.



Multi-family, apartment or business complex owners please post. 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**.