

summer 2022

nationalgrid

weconnect

Energy news for our electric customers in Massachusetts

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

ngrid.com



We're here to help this summer.

With the warm days of summer ahead, and global events leading to higher energy prices, we know this will have an impact on household budgets.

We offer ways to help you manage your energy use and monthly bills — including budget payment plans, energy efficiency tips and programs, and assistance with community support agencies.

Learn more at ngrid.com/heretohelp

211: Support when you need it.

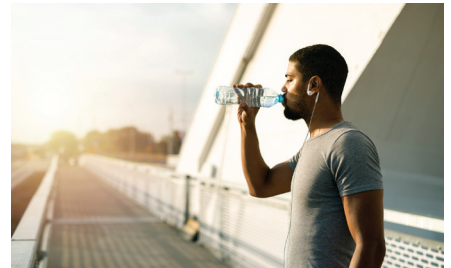
When you need help — paying bills, feeding your family, finding health care and much more — remember **211**. Across the U.S., 24 hours a day, seven days a week, **211**'s Community Resource Specialists are ready to connect you with free or low-cost support. Call **211** or text your zip code to **898-211**. See more at 211.org



Leading the way to a clean energy future
ngrid.com/fossilfree

Avoid heat stress.

When humidity and high temperatures last for several days, watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Wear loose, lightweight clothing, stay hydrated, and seek medical care right away if you have symptoms.



Sign up for outage alerts.

To receive outage alerts by text message, text* **REG** to **64743**. Once you're registered, text **OUT** to **64743** to report an outage or **STAT** to check the status of your outage. Learn more at ngrid.com/outagecentral

**Message and data rates may apply.
Text STOP to cancel.*

Power line safety.

To enjoy your backyard safely this summer, keep tools, ladders and equipment safely distanced from overhead power lines. Overhead lines are not insulated and carry enough electricity to cause serious injury — even death.

If you see a downed line, always assume it is live and hazardous. Keep everyone away and report it to us immediately by calling

1-800-465-1212 or **911**.

Stay safe. Call 811 before you dig.

It's the season for outdoor projects — such as planting trees and shrubs or adding fencing, a pool or deck. Whether you're doing it yourself or hiring a professional, always call **811** before digging. It's not only the law but it could prevent loss of life, injury and property damage.

Dig Safe: Call **811** or **1-888-DIG-SAFE (344-7233)** or visit **digsafe.com**

Look into our Budget Plan.

The Budget Plan uses the amount you usually pay on your National Grid bills in a year and breaks that total into 12 predictable monthly payments. You'll still only pay for the total amount of energy you use in a year. Find out if the Budget Plan is right for you at **ngrid.com**, under **Billing & Payments**.



Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See “select language” link at ngrid.com

Vea el enlace «seleccionar idioma» en ngrid.com

Voir le lien «sélectionner la langue» sur ngrid.com

Vedere il collegamento “seleziona lingua” su ngrid.com

Moving?

We ask for 5–7 days' notice so we can schedule a crew member to visit your home or business and physically turn your service on or off.

Visit **ngrid.com**, under **Your Account**.



Stay storm ready, year-round.

Because storms can happen at any time, be prepared with a storm kit. Learn more at **ngrid.com/stormsafety**



Go paperless.

Enroll in paperless billing and receive your bill anywhere you access your inbox. See **ngrid.com/paperless**

TTY service.

For assistance or to report an emergency, deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices.

Stay away from downed power lines, and if you see one, call us right away at [1-800-465-1212](https://ngrid.com)

Ver a ligação “seleccionar língua” em ngrid.com

См. ссылку “Выбрать язык” на сайте ngrid.com

Xem liên kết “lựa chọn ngôn ngữ” tại ngrid.com