

nationalgrid

weconnect

Energy news for our electric customers in Massachusetts

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

ngrid.com |



Fall 2022

Start planning now for colder weather ahead.

With higher energy costs expected this winter, it's important to plan for the colder months to come.

When you need help to manage your bill, we offer options for extra support and can connect you to assistance from community support agencies.

Visit [**ngrid.com/heretohelp**](http://ngrid.com/heretohelp)

Preparing for winter bills also means taking actions to save energy where you can, to better control your costs.

You can use these easy tips to start saving energy and money:

- ✓ Switch to energy-efficient LED light bulbs, which can save you more than \$100 per bulb over their lifespan.
- ✓ Using power strips can save you 20% or more in energy costs.
- ✓ ENERGY STAR® certified smart thermostats can save you up to \$180 a year.
- ✓ To receive a customized report and learn where you could be saving energy, take a no-cost, 5-minute home energy survey at [**ngrid.com/saveathome**](http://ngrid.com/saveathome)
- ✓ Shop our online Marketplace to find recommended energy-efficiency products for your home — along with money-saving discounts and instant incentives. Visit [**poweredbyefi.org/masssave**](http://poweredbyefi.org/masssave)

See if the Budget Plan can help.

The Budget Plan breaks the annual amount you spend on your bill into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Visit [**ngrid.com**](http://ngrid.com) to see if the Budget Plan is right for you.



GreenUpSM renewable energy options.

You can choose to have all or part of your electricity from renewable energy sources — wind, solar, and hydroelectric — while keeping National Grid as your electricity supplier. Learn more at [**ngrid.com**](http://ngrid.com), under **About Your Bill**.

▶ It's easy to check your rates. [**ngrid.com/servicerates**](http://ngrid.com/servicerates)



Where to find assistance.

Home Energy Assistance Program

You may qualify for the Home Energy Assistance Program (HEAP) to help you pay your primary heating source bill. Check with your local fuel assistance agency about a HEAP grant for winter. To learn more, call the Massachusetts HEAP hotline at **1-800-632-8175** or visit **masscap.org/heatinghelpma**

Discount rate

You may be eligible for a discount rate on your monthly energy bills if you receive a qualifying benefit based on your household income and household size. Visit **ngrid.com/discount**



What to know about meters in multi-family buildings.

High bills may occur when a landlord installs too few meters in a multi-family building or attaches common-area appliances to an individual tenant's meter. If you believe you are being charged for electricity outside of your dwelling unit, contact your local Board of Health for an inspection. Landlords are responsible for paying for electric appliances that are not exclusively used by single dwelling units.

Tips for paying your bill in person.

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly. Remember to bring your bill and keep your receipt. For locations near you, visit **ngrid.com/mabillpay**



811

Prepare for fall planting. Call **811** or visit **digsafe.com** at least 72 hours before digging. It's free and it's the law.



Let us inspire you with energy-saving ideas this fall. Visit **ngrid.com/ee-tips**



DirectPay.

Pay your bill automatically from your bank account. Visit **ngrid.com/autopay**

REG

Report an electric outage.

Text **REG** to **64743** (NGRID) or visit **ngrid.com/outage**

Data rates may apply

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

Stay away from downed power lines, and if you see one, call us right away at 1-800-465-1212.

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