

Spring 2023

# weconnect

Energy news for our electric customers in Massachusetts

## Assistance is available to help manage your energy bill

If the impact of rising prices on household expenses has you considering your options for assistance this spring, please remember we are here to help you manage your bill, save energy and access assistance if you need it.

► [ngrid.com/heretohelp](https://ngrid.com/heretohelp)

## Check your rate

Residential rates are based on whether you use natural gas for heating purposes. Residential rates start with "R." Nonresidential/commercial rates start with "G."

► [ngrid.com/servicerates](https://ngrid.com/servicerates)

## Help for landlords

Leave on for Landlord allows for continued service between tenants and automatic notification when renters move out.

► [ngrid.com/ma-landlord](https://ngrid.com/ma-landlord)

Explore our new  
**weconnect+**  
 digital newsletter — packed with customer news and information, energy efficiency tips, videos and more! Scan the QR code to check it out.



## We're here to help keep you safe.

Electric Emergency:  
**1-800-465-1212**



- If you've added new electrical equipment or made changes that could affect the capacity or function of our facilities, please contact us to determine whether an inspection may be needed.
  - Whenever working outside, remember to look up. Overhead power lines are not insulated and carry enough energy to cause serious injury – even death. Keep tools, ladders and equipment safely distanced from overhead power lines, and ensure that contractors on your property are working safely.
- If you see a downed power line, always assume it is live and hazardous. Keep everyone away and report it to us or call **911**.

Customer Service:  
**1-800-322-3223**



- Every National Grid employee and all contractors doing work for us carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in. If you feel you are in immediate danger, call **911**.

## What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. Call **811** or **1-888-DIG-SAFE (344-7233)** or see [digsafe.com](http://digsafe.com)

### Examples of private underground utility lines include:

- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing



## Paying 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.

► [ngrid.com/mabillpay](http://ngrid.com/mabillpay)

## 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.

► [ngrid.com](http://ngrid.com), under *Your Account*

## Energy-savings spotlight

Conserve water and lower your energy bills with water heater upgrades and low-flow showerheads.

### You can also:

- Stop leaks to save gallons of water and reduce your bill
- Set water heater temperature at 120° F to prevent scalding

► [ngrid.com/save](http://ngrid.com/save)



## Choose the right tree

For cooling summer shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home. Be sure to plant away from overhead lines. For help choosing the right tree for your area, visit the link below or call your local nursery.

► [ngrid.com/treetrimming](http://ngrid.com/treetrimming)



Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.



**State laws are in place to help protect utility workers while they are performing their job duties. Causing physical injury to, or assaulting, a utility worker is punishable by law, and penalties include potential jail time.**

### 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.

Это очень важное сообщение. Пожалуйста,

попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.



**Leading the way to a clean energy future**

[ngrid.com/fossilfree](http://ngrid.com/fossilfree)