

Summer 2023

weconnect

Energy news for our electric customers in Massachusetts

We're here to help you this summer



To make the best of the season, remember that we've got energy tips, ideas and solutions when you need them.

From safety recommendations on storm readiness, expert tips on using energy safely and efficiently, along with payment plans and offerings to make it easier to manage energy costs and access assistance from community support agencies, we're here for you.

- For help to save on energy costs and make your home more comfortable year-round, schedule a no-cost Home Energy Assessment.
- For predictable payments based on your usage, see if the **Budget Plan** is right for you.
- For easy ways to pay, use your bank account online at **ngrid.com** or call us. Automatic Payments available.

▶ ngrid.com/heretohelp

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.



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



TTY service

For assistance or to report an emergency — deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

Reporting an outage

To receive outage alerts by text message, text **REG** to **64743**. Once registered, text **OUT** to **64743** to report an outage or **STAT** to check the status of your outage.

Outages can also be reported online or by calling **1-800-465-1212**.

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

▶ ngrid.com/outagecentral

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



Assemble a storm kit including flashlights, a battery-operated radio (and extra batteries), basic first aid supplies, medications, and a small supply of water, food and baby supplies.

▶ ngrid.com/stormsafety

Contact 811 before you dig

Whether doing it yourself or hiring a professional, always call 811 to ensure underground public utility lines can be marked before digging projects. It's the law, and it can prevent loss of life, injury and property damage. Customers are responsible for ensuring all private utility lines, such as outdoor patio heaters and lighting for sheds, are marked before excavation.

Call **811** or **1-888-DIG-SAFE (344-7233)**

► digsafe.com

Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated



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.

Our Communities. Our Commitment.

► ngrid.com/gridforgood

grid for good



Energy-savings spotlight

Conserve water to lower your energy bills

- Repair even small leaks to save gallons of water and money each month
- Install water-saving faucets and low-flow showerheads
- Set a maximum water temperature of 120° F
- Upgrade your water heater



Save this summer

Find low- and no-cost energy-efficient products that can help you conserve energy and save year-round at the Mass Save Marketplace.

► MassSave.com



Go paperless

Enjoy more convenience. View your bill anywhere you can access your inbox.

► ngrid.com/paperless



211: Support when you need it

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 to find essential community services. Call **211** or text your zip code to **898-211**.



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

ngrid.com/fossilfree