

Winter 2024

weconnect

Energy news for our electric customers
in Massachusetts



Here when you need us.

We know winter energy bills can be a challenge, especially as other household expenses remain high.

When you need assistance this winter, we're here for you with programs and services to keep you and your home comfortable and safe.

Explore all the ways our **Customer Savings Initiative** can help — whether you own or rent your home or run a business — at ngrid.com/heretohelp

Stay alert to scams

We perform all upgrade and inspection work at no cost to you. Please be alert to anyone seeking to extort money for unneeded “pre-inspections” or similar fraudulent offers.

▶ ngrid.com/scam

My Account

Keeping your contact information up-to-date helps us reach you when needed.

▶ ngrid.com/myaccount

Explore our

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



- ▶ Operate your backup generator safely. ngrid.com/generators
- ▶ Keep meters clear. Falling ice and heavy snow from a roof can damage meters or service connections.
- ▶ To keep your clothes dryer operating safely, clean the lint filter before and after each use, and clear lint from the vent pipe every three months.

Customer Service:
1-800-322-3223



- ▶ Deaf, hard of hearing and speech-impaired customers looking for assistance can call **711** on a compatible TTY device. Provide our customer service number to connect with us.
- ▶ Call us to designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

Support when you need it:
211

- ▶ When you need help — paying bills, feeding your family, finding health care and much more — remember **211**.

Find assistance

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

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

The **Good Neighbor Energy Fund** may be able to help customers with energy bills who do not qualify for other assistance programs. Visit magoodneighbor.org or call **1-800-334-3047** (area codes 508, 617, 781 and 978) | **1-800-262-1320** (area code 413)

Consider our Budget Plan

For predictable payments based on your usage, see if the Budget Plan is right for you.

► ngrid.com/heretohelp

Energy-savings spotlight



Shop our online Marketplace for instant rebates on energy-saving products and programs for your home or business.

► ngrid.com/shop



Seasonal savings tip

We're making it easy to save energy and money on energy-efficient heating, water heaters and more.

Use smart thermostats to easily program your thermostat and regulate the temperature of your home, no matter where you are.

► ngrid.com/save

More ways to save

A no-cost Home Energy Assessment can improve your home comfort and help you save. Get expert assistance, complimentary products and special offers tailored to your home.

► ngrid.com/assessment

Our Communities. Our Commitment.



► ngrid.com/gridforgood

Paying online

- Register for an online profile to pay from your checking or savings account.
- Pay by credit/debit card with Speedpay. Fees may apply.
- Set up automated payments from your bank account.

► ngrid.com/payonline

Older people, infants and people with chronic illness can be vulnerable to cold stress, even indoors. If you suspect hypothermia, seek immediate medical attention.

► ngrid.com/stormsafety

To report an electric outage, text **REG** to **64743 (NGRID)** or visit ngrid.com/outage. *Data rates may apply. Text STOP to cancel.*



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. 這是一個重要的通知。請翻譯一下。

هذا إخطار مهم. نرجو ترجمته.

এটা একটা গুরুত্বপূর্ণ বজ্রপতন। অনুগ্রহ করে এটা অনুবাদ করে ননি।

Sa a se yon avi enpòtan. Tanpri, fè li tradwi.

טצענדערביא עטיב. גאָנאַ עקוטיביו אַ זיא סאָד