

national**grid**

We're here to help you move forward with confidence.

If you need extra support,
we have Payment Assistance
Programs and guidance.



Scan the QR code with
your mobile phone camera
to view this brochure in
different languages —
ngrid.com/grants



We understand that managing your energy bill isn't always easy, especially now. If you need extra support, we have Payment Assistance Programs that can help—even if you've never qualified before. Our Consumer Advocates are also available for support and guidance.

We're here to help.

Low Income Home Energy Assistance Program (LIHEAP)

This federally funded program helps income-eligible households pay their utility bills. Eligibility is based on household size and annual household income. To apply visit <https://www.toapply.org/MassHEAP> or call the Massachusetts Heat Line toll-free at **1-800-632-8175**.

MA-Electric Tiered Discount Rates

Income-eligible customers may qualify for a discounted rate between 32% and 71% on their electric bill, depending on household income and size. To be eligible, you must receive benefits from a qualifying program or a Low Income Home Energy Assistance Program (LIHEAP) grant.

To enroll in the tiered Discount Rate:

- Apply online at ngrid.com/discount-rate-app for a 32% discount (Tier 1) or
Call **1-800-322-3223** to speak with a customer service representative about a 32% discount (Tier 1)
- To see if you qualify for a larger discount (Tier 2–5), apply for a LIHEAP grant at toapply.org/MassHEAP or find your local CAP agency at masscap.org. The CAP agency will verify your eligibility and automatically share your discount rate with National Grid. Please bring your National Grid bill with you.
- To learn more visit ngrid.com/discount-rate

MA Tiered Discount Rate	
Tier	Discount
1	32%
2	43%
3	57%
4	64%
5	71%

Gas Discount Rates

Receive a 25% discount off your natural gas bills if you are enrolled in an eligible benefit program or receive a Low Income Home Energy Assistance Program (LIHEAP) grant:

- To apply, visit ngrid.com/discount-rate-app or call **1-800-233-5325**.

Budget Plan

Customers who are current on their energy bill can enroll to spread annual energy costs into 12 predictable monthly payments, removing highs and lows from month to month.

- To enroll, visit ngrid.com/bill-help or call **1-800-322-3223** (electric) or **1-800-233-5325** (gas).

The Arrears Management Program (AMP)

Formerly known as the Forgiveness Program, AMP is available to customers on income-eligible discount rates who have a balance of at least \$300 that is more than 60 days past due.

You must enroll in a budget plan and if you make your current bill payments on time, a portion of your past-due balance is forgiven (up to a maximum of \$12,000 per year).

- To enroll, visit ngrid.com/more-time or call **1-866-580-7617**.

Payment Agreements

Allows customers with a past-due balance to enroll in a manageable monthly payment plan with an initial down payment.

- To enroll, visit **ngrid.com/moretime** or call **1-888-211-1313**.

Special Protections

For customers who may need extra help, including households with elderly, infants and those who use life sustaining equipment or have a serious medical condition.

- Visit **ngrid.com/ma-specialprotections** or call **1-888-211-1313**.



Residential Assistance to Families in Transition (RAFT)

Lends short-term financial assistance to income-eligible families who are at risk of becoming homeless and are behind on rent, mortgage payments, or utility bills. RAFT also helps families who have to move but do not have enough money to pay a security deposit, utility startup costs, or first and last months' rent.

- To learn more visit **<https://www.mass.gov/how-to/apply-for-raft-emergency-help-for-housing-costs>**

Massachusetts Good Neighbor Energy Fund

Available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Household income must fall between 60 and 80 percent of the state's median income levels.

- For more information, visit: **www.magoodneighbor.org/** or call **1-800-334-3047** (serving area codes 508, 617, 781, and 978) or **1-800-262-1320** (serving area code 413).

Our Consumer Advocates can help

Speak with a National Grid Consumer Advocate to learn about resources to manage your energy bill.

- Visit **ngrid.com/consumeradvocates** or call **1-800-322-3223** (electric) or **1-800-233-5325** (gas).



For more information on all our bill assistance programs and services, visit ngrid.com/hereforyou or scan the QR code with your mobile phone camera.

Important contact information

Customer Service

ngrid.com/hereforyou

Electric: 1-800-322-3223

Gas: 1-800-233-5325

Gas Emergency

911 or 1-800-233-5325

Visit My Account

View and pay your bill, change your account preferences and more!

ngrid.com/myaccount

Billing & Payment Options

Interested in going paperless? Learn more about payment options.

ngrid.com/mabillpay
1-800-322-3223

Understanding Your Bill

Learn more about the components that make up your bill.

ngrid.com/maaboutbill
1-800-322-3223

Electric Outages

Report an electric outage to National Grid.

ngrid.com/reportoutage
1-800-465-1212

Energy Saving Tips

Tips and tricks to help you save energy.

ngrid.com/masavingtips

Energy Efficiency Programs

Learn how to make your home more energy efficient and save!

ngrid.com/saveenergy

Rates

View current rates.

nationalgridus.com/MA-Home/bills-meters-and-rates/

Energy Supplier Options

Understand your supplier options.

nationalgridus.com/MA-Home/Energy-Choice/Choosing-Your-Supplier

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