

COVID-19 Update: Now, more than ever, staying connected matters.

At National Grid we are here to help you through these unprecedented times, and we remain committed to finding ways to assist you and your family.

- We don't want you to worry about keeping your service on during this time. In response to the pandemic, we have temporarily suspended collections and disconnection activities for nonpayment. This also includes not charging late payment fees through April.
- If you need help paying your bill, we have payment plans and billing options available, including assistance programs to lighten the burden. Visit ngrid.com/covid-19.

Keeping you and our employees safe

Providing safe, reliable energy remains our first and most important priority. We are available for gas and electric emergencies 24 hours a day.

To protect you and our crews, we are no longer entering your home or business for non-essential services.

Stay connected

We encourage you to regularly visit ngrid.com/covid-19 for updates.

Protect yourself from scams

Scams are on the rise. Beware of unsolicited

Protect yourself from scams *continued*

callers, who claim to be National Grid, collecting past due balances, offering extraordinary savings on your next bill or threatening to disconnect your service.

Please remember:

- National Grid never demands direct payments through the use of prepaid debit cards.
- Never, under any circumstances, offer personal or financial information to someone you cannot identify.

Home energy assistance grants

You may be eligible for emergency home energy assistance grants based on your income. This is known as HEAP in New York and LIHEAP for our New England customers. For program and contact information in your area, visit **ngrid.com/discount**.

Tips for safely saving energy at home

1. Lower your water heater setting to 120°.
2. Turn off lights, appliances, TVs, stereos and computers when not in use.
3. Dry only full loads of laundry – remember to clean the lint filter.
4. Turn on your dishwasher's energy-saver switch to use less water and lower water heating bills.

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.