

Fall 2025

weconnect

Energy news for our electric
customers in Massachusetts

Prepare for colder weather ahead

Fall has officially arrived, which means now is the time to prepare your home to help you stay safe and comfortable during colder days ahead. Remember to check batteries in smoke and carbon monoxide alarms and be sure to explore our tips for saving energy, as well as programs and services to help manage winter energy bills.

► ngrid.com/hereforyou

Special protections available for eligible households

If you are unable to pay your bills due to financial hardship and have a household member with serious illness, have an infant residing in the home, or all members of the household are elderly, you may qualify for special protections.

For more information on requesting a special protection please call us, or visit the URL below.

► ngrid.com/mae-specialprotection

View our bill help webinar

Our Consumer Advocates provide extra support for customers looking for help to manage their energy bills. To learn more, view a recording of our advocates' information-packed webinar featuring programs and services that may help you.

► ngrid.com/maevent

Customer Service:

1-800-322-3223



Stay storm-ready year-round.

► ngrid.com/stormsafety

Report an electric outage.

Text **REG** to **64734 (NGRID)**.

Data rates may apply

► ngrid.com/outagecentral

Choose your payment option

We offer a number of convenient options to pay your bill including paperless billing, online billing, automated payments and more.

► ngrid.com select **Ways to Pay**

Check your rate

Please check and be sure you are being billed at the correct rate. Your rate code can be found on your bill below your account number.

► ngrid.com/servicerates

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

Electric Emergency:

1-800-465-1212



The big picture on reliability

Trees and limbs falling on power lines are the biggest cause of electric outages during storms, which makes vegetation management a critical part of ensuring your safe, reliable service. We are proud to once again be recognized by the Arbor Day Foundation for our tree care practices.

► ngrid.com/trees



Good Neighbor Energy Fund

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**)

Watch for HEAP opening November 1.

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 hãy dịch thông báo này.
這是一個重要的通知。請翻譯一下。
ہمچرت بجڑت مهم رابطا اده
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
סצצערעביא עטיב. גאזגא עקטיוויא דא פאד

Energy-savings spotlight

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

► www.poweredbyefi.org/massave

Seasonal savings tip

Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.

► ngrid.com/saveathome



GreenUpSM renewable energy

You can choose to have all or part of your electricity from renewable energy sources – wind, solar and hydroelectric – while keeping National Grid as your electricity supplier. See Your **Energy Choice** under *About Your Bill*.

► ngrid.com



Scams can happen at any time. To protect yourself, learn more.

► ngrid.com/scam

Service notification requirement

Please be advised that you must notify us when implementing changes that may impact the current load and/or service characteristics of your household/business. Some examples:

- Proposing an increase in electric service
- Preparing for a demolition or other change
- Adding solar or distributed generation

► ngrid.com/ma-projects



Our Communities. Our Commitment.



► ngrid.com/gridforgood

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

► ngrid.com/hereforyou