

Spring 2026

# weconnect

Energy news for our electric customers in Massachusetts



## We're here to help you manage your energy bills this spring

With warmer temperatures on the way, we can finally put this winter's record snowfall and bitter cold behind us.

The long stretch of freezing temperatures meant heating systems ran more often, resulting in higher energy bills for many customers. If you're feeling the impact, you're not alone—our Customer Advocate team and Contact Center are here to help.

### We also offer:

- Bill assistance programs
- Payment plans
- Budget Plan
- Discount rates including the Heat Pump rate
- Energy-saving programs

### MA Winter Bill Relief Program

To help ease the burden of higher winter bills, we've been working closely with the Healey-Driscoll Administration, our regulators, and other utilities to adjust rates down in recognition of the sustained cold weather that has caused energy bills to be higher.

As part of ongoing efforts to reduce energy bill impacts, the Healey-Driscoll Administration is providing \$180 million in funding to help reduce your winter electric bills. For your electricity use from February 1, 2026 to March 31, 2026, the rate you pay was reduced by 25%.

► [ngrid.com/hereforyou](https://ngrid.com/hereforyou)

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



- If you've added new electrical equipment or made changes that could affect the capacity or function of our facilities, please contact us to determine whether an inspection may be needed.
- Whenever working outside, remember to look up. Overhead power lines are not insulated and carry enough energy to cause serious injury – even death. Keep tools, ladders and equipment safely distanced from overhead power lines, and ensure that contractors on your property are working safely.

If you see a downed power line, always assume it is live and hazardous. Keep everyone away and report it to us or call **911**.

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



### ► Know how to spot a scam.

Every National Grid employee and all contractors doing work for us carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in. If you feel you are in immediate danger, call **911**.

## What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. Call **811** or **1-888-DIG-SAFE (344-7233)** or see [digsafe.com](http://digsafe.com)

### Examples of private underground utility lines include:

- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing



## Energy-savings spotlight

Conserve water and lower your energy bills with water heater upgrades and low-flow showerheads.

### You can also:

- Stop leaks to save gallons of water and reduce your bill
- Set water heater temperature at 120° F to prevent scalding

► [ngrid.com/save](http://ngrid.com/save)

## Help for landlords

Our Leave on for Landlord Program allows for continued service between tenants and automatic notification when renters move out.

► [ngrid.com/ma-landlord](http://ngrid.com/ma-landlord)



## Choose the right tree to reduce energy use

For cooling shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home.

Be sure to plant away from overhead lines and call **811** before digging (see left).

For help choosing the right tree, see our link or call your local nursery.



► [ngrid.com/treetrimming](http://ngrid.com/treetrimming)

## Report energy theft

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.

► [ngrid.com](http://ngrid.com)

## Special protections

We provide special protections programs for elderly, blind, and disabled persons, persons with medical emergencies, and persons who rely on electrically operated life-sustaining equipment.

► [ngrid.com/ma-specialprotections](http://ngrid.com/ma-specialprotections)

**Pay 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.

**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。  
هذهمعلومات هامة. يرجى ترجمتها.  
এটা একটি গুরুত্বপূর্ণ বজ্রপত্নী অনুগ্রহ করুন এটা অনুবাদ করুন ননি।  
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