

Summer 2026

weconnect

Energy news for our electric customers in Massachusetts



We're Here for You Through the Dog Days of Summer

Summer is in full swing, and we're here to help you stay comfortable, safe, and in control of your energy use.

Available resources include:

- The **Budget Plan**—Helps even out your monthly energy costs and avoid seasonal spikes
- **Flexible payment plans**—Designed to best fit your needs
- **MyAccount**—A singular place to make payments and view how you use energy
- Other **support and assistance programs**—Resources to help you stay comfortable and manage costs

▶ ngrid.com/hereforyou

Green Button Connect

Green Button Connect lets you securely share your energy data with trusted third-party tools. These tools can help you understand how your home uses energy, find ways to save, and plan upgrades like solar panels or an electric vehicle. You're always in control and can manage access at any time.



▶ ngrid.com/greenbutton

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



TTY Service

For assistance or to report an emergency, deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

Reporting an Outage

To receive outage alerts by text message, text **REG** to **64743**. Once registered, text **OUT** to **64743** to report an outage. To check outage status, text **STAT** to **6743**.

Outages can also be reported online or by calling **1-800-465-1212**.

Message and data rates may apply. Text **STOP** to cancel.

▶ ngrid.com/outagecentral

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



Summer Storm Safety

Assemble a storm kit including flashlights, a battery-operated radio, extra batteries, basic first aid supplies, medications, and a small supply of water, food, and baby supplies.

▶ ngrid.com/stormsafety



Vegetation Management

Trees play an important role in keeping your electric service running reliably. Our vegetation management program helps reduce outages and improve safety by trimming and maintaining trees near power lines. We also encourage smart planting to help protect your service while preserving the value trees bring to your home.

► ngrid.com/trees

Special Protections Available for Eligible Households

Let us know if you rely on electrically operated life-sustaining medical devices, and you may be in immediate danger if your electric service is interrupted. Please fill out our Notice of Life-Sustaining Equipment form on our website and return it to:

National Grid
P.O. Box 960
Northboro, MA 01532-0960

Email: **box.OutageLifeSupport@nationalgrid.com**
Or fax: **1-866-460-8549**

► ngrid.com/lifesustainingequip

Contact 811 Before You Dig

If your project involves digging, call **811** before you begin. This free service marks public utility lines to help keep you and your property safe.

Remember to mark any private lines on your property, including lines for outdoor lighting, patio heaters, or sheds.

Call **811** or **1-888-DIG-SAFE (344-7233)**

► digsafe.com



Tips to Avoid Heat Stress

Extreme heat can take a toll. These simple steps can help keep you comfortable and safe:

- Drink water throughout the day and stay hydrated
- Limit alcohol, caffeine, and excess salt
- Wear lightweight, light-colored clothing
- Close blinds or drapes during peak sunlight



Energy-Savings Spotlight

Check what's near your room air conditioner or thermostat. Heat from lamps, TVs, and other electronics may affect temperature readings, causing your cooling system to run longer than needed.



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

Auto Pay Status

If you have recently switched your account to a new account holder/person, make sure to confirm that autopay is still activated and goes to the correct bank account.

► ngrid.com/automated-payments

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。
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এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avì enpòtan. Tanpri, fè li tradwi.
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