

WeConnect

Energy news for our electric customers in Massachusetts



Are you connected?

Learn how to receive storm alerts and information at www.ngrid.com/connectma

Electric Emergency
1-800-465-1212
Customer Service
1-800-322-3223

Spring brings reduced energy prices.



You can anticipate lower bills this spring as energy costs decline.

Beginning May 1, typical residential electric customers using 500 kWh of electricity who receive Basic Service will see an electric bill that is 26 percent, or about \$32, lower than the winter months.

The decrease is driven by a reduction in the commodity cost of natural gas.

National Grid doesn't control electricity supply costs and doesn't make money on the electricity it purchases on behalf of customers; the cost is passed through to customers without mark up.

While power supply costs generally reflect a reduction in bills for the summer months, bills are likely to increase again next winter because of ongoing pipeline capacity constraints in New England, which limit the amount of natural gas available for electricity generation.

We encourage you to take control of your energy use year-round and learn about energy efficiency programs, savings tips and more by visiting www.nationalgrid.com and clicking on Energy Efficiency Services.

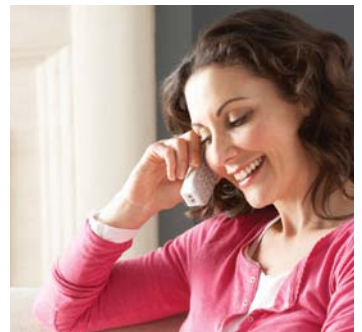
It's a great time to schedule a no-cost home energy assessment.

If ice dams caused damage to your home this past winter, consider a home energy assessment.

Preventing and controlling ice dams begins with eliminating heat loss and keeping your entire roof the same temperature. Adding adequate insulation and sealing air leaks means ice dams will be reduced next winter, not to mention lower energy bills all year round.

You may be eligible for no-cost air sealing and 75 percent off (up to \$2,000) toward the costs of installing approved insulation. An energy specialist will conduct a no-cost home energy assessment to determine if these improvements are necessary in your home.

Terms and conditions apply. Please visit the website for details.



Call **1-866-527-SAVE (7283)** to schedule your assessment, or visit www.nationalgrid.com/ma-energyaudit to learn more.

One small beetle is causing one big problem.

The Emerald ash borer, an invasive insect has been threatening our forests and landscapes by attacking ash trees across North America. Once trees die, the wood becomes extremely brittle, leading to unpredictable limb breakage, stem failure and uprooting. Falling trees and limbs from these trees could be a concern for our overhead electric lines causing an unavoidable increase in service interruptions.

You can help slow the spread of this invasive pest by not moving firewood from one community or region of the state to another. Instead, buy firewood from local vendors who comply with state firewood laws.



For more information, visit www.emeraldashborer.info

Stay alert near power lines.

Safeguard yourself and your family by being mindful of overhead power lines when you are working or playing outdoors.

- Stay at least 10 feet away from residential electric lines and equipment.
- Stay alert. Keep ladders at least 10 feet away from power lines when carrying, moving and raising them.
- Keep away from wires when working with tools, pipe, lumber and siding – all of which can conduct electricity.
- Never allow children to climb trees near or underneath overhead lines.
- Never build a tree house in trees that are under or near power lines.
- If you see a downed power line, keep everyone away and call us immediately at **1-800-465-1212**.



Stay connected during major storms.

Text **STORM** to **NGRID (64743)** to sign up for text alerts during the storm

We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. You can opt out by texting the word **STOP** to **NGRID (64743)**.

Stay Informed



Please report suspected energy theft.

Thieves who steal electricity by tampering with or bypassing electric meters put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.



Cut down on clutter with paperless billing.

We offer a variety of ways to make managing your account and bills easier.

doxo™

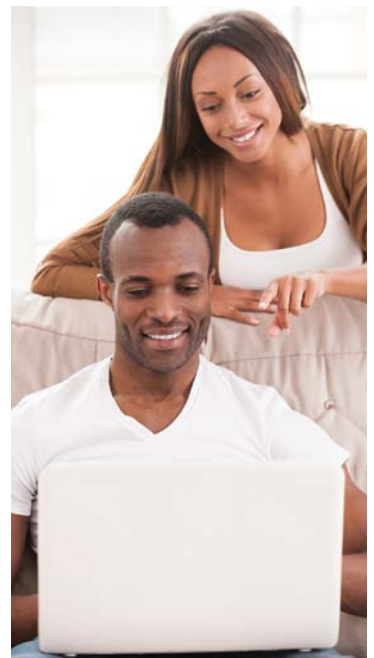
- With doxo*, our newest billing option, you can view and pay your National Grid bill directly from your mobile device or computer. Sign up for free at www.doxo.com/nationalgrid

National Grid eBill

- We will deliver your bill as a secure PDF directly to your email inbox. (You'll no longer receive a bill in the U.S. mail.)
- In a few clicks, you can view, print, or save your bill.
- What's more, you can conveniently and securely select your payment method to pay your bill directly from the PDF.

Your bank's website

- Many banks offer the ability to view and pay National Grid bills via their websites. Visit your bank's website for more information.



*The doxo™ website and mobile app are independently operated and maintained by doxo™ Inc., a third party vendor selected by National Grid.

This is an important notice. Please have it translated.

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Avis important. Veuillez traduire immediatement.
Questa è un'informazione importante,
Si prega di tradurla.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



If you know we will be working in or near your home, please restrain or relocate your pet at that time. Thank you.