

# WeConnect

Energy news for our electric customers in Massachusetts



### Simplify this summer.

Sign up for paperless billing.  
Visit [www.nationalgrid.com](http://www.nationalgrid.com)

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

## Rebates, tax credits available for electric vehicles.

Considering the purchase/lease of a car? Did you know Massachusetts residents are eligible for rebates up to \$2,500 for the purchase or lease of electric vehicles? These rebates are funded by the Massachusetts Department of Energy Resources and administered statewide by the Center for Sustainable Energy. Please visit [mor-ev.org](http://mor-ev.org) for eligibility requirements and to reserve your rebate, or contact the program administrator at [mor-ev@energycenter.org](mailto:mor-ev@energycenter.org) or **1-866-900-4223**.

Electric vehicle purchases may also be eligible for federal income tax credits up to \$7,500. Please visit [www.fueleconomy.gov](http://www.fueleconomy.gov) for more information.



## Enjoy a ball game this summer.

We're proud to be partnering with two local baseball teams this summer to add a little family fun to America's favorite pastime. Check out our sponsorships with these ball clubs:

- Worcester Bravehearts** – post-game Friday night fireworks.
- Lowell Spinners** – Kids Eat Free Monday - all kids 10 & under will receive a voucher for a free kids meal upon admission.



## Payment options and services available.

We have programs and services that can help you pay and manage your energy bill.

- **Budget Billing Plan** – helps spread payments out more evenly across the year.
- **Energy Efficiency Programs** – programs, offers and rebates to help lower your energy costs.
- **Deferred Payment Agreement Program** – for qualifying customers who have fallen behind on payments and cannot pay their bill in full.

For more on these programs, please visit [www.nationalgrid.com](http://www.nationalgrid.com) or call Customer Service at **1-800-322-3223**.

## Be on the alert for scammers.

If you receive an unexpected call or home visit from someone claiming to be a National Grid employee, do not provide sensitive information or allow access to your property without verifying their identity first. Visit [www.nationalgrid.com](http://www.nationalgrid.com) for more information on recent customer scams.



## Stay safe during summer storm season.

Stay safe. Stay away. Never touch fallen lines or anything touching fallen lines. If you see a downed power line keep everyone away and call our electric emergency line at **1-800-465-1212**.

## Be alert for heat stress when temperatures soar.

Prolonged temperatures of 90 degrees or above combined with high humidity can cause the body's temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body's cooling system. Especially at risk are the elderly, young children and those with chronic illnesses. Some of the signs include dizziness, rapid heartbeat, dry skin (no sweating) and breathing problems.

### Avoid the dangers of heat stress by:

- Drinking liquids. Don't wait until you are thirsty.
- Avoid alcohol and caffeine.
- Eat a well-balanced diet. Avoid hot, heavy meals.
- Take cool showers and baths.
- Wear light, loose-fitting clothing and a hat for sun.
- Avoid any hard physical work outdoors.
- Visit air conditioned buildings.



## Stay connected.

We have a number of ways to stay connected before, during and after a major storm.

### Receive text alerts.

Sign up for state-level broadcast text alerts by texting the word STORM to NGRID (64743).\*

### Get restoration information.

Text the word SUM followed by your town, county or state to NGRID (64743).\* For example, if you live in Waltham, simply text SUM Waltham to NGRID (64743).

### Sign up for email alerts.

Create an online profile with us and you'll be able to receive emergency email alerts during storms and other incidents.

Visit [www.nationalgrid.com/connect](http://www.nationalgrid.com/connect) for more details.

\*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).



## Energy-saving tip: Improve shading for windows.

Does the sun create overwhelming heat in your home during the warmer months? Consider improvements in the way you shade your windows.

- Provide adequate shade — especially to windows that face south, west, or east, since they let in the most heat in summer.
- Shading the outside of your windows is more effective at blocking heat than using indoor shades or drapes. Consider shading the exterior of your home with shutters, awnings, exterior solar blinds or solar screening. Just remember that you'll want any exterior shading to be removable during the winter months, when sunlight can help heat your home's interior.
- Light-colored drapes and shades reflect the sun's energy, while darker ones absorb it and release heat.



### Correction:

In the last issue of WeConnect an article about the emerald ash borer included a photo of a different invasive pest – the Asian longhorned beetle.

The emerald ash borer is pictured at right. For more information about the beetle, and its threat to ash trees across North America, please visit [www.emeraldashborer.info](http://www.emeraldashborer.info)



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Avis important. Veuillez traduire immédiatement.  
Questa è un'informazione importante,  
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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.

