

WeConnect

Energy news for our electric customers in Massachusetts



Your safety is our top priority. We respond to emergencies 24 hours a day, 365 days a year.

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

Taking steps to avoid slips and falls this winter.

Icy sidewalks. Slippery steps. Dangerous driveways. During the winter months our field employees encounter a variety of walking conditions. That's why practicing the right way to walk in slippery conditions is an important part of our safety training. You can help by clearing a path if you know we'll be visiting your home or business.



Follow these tips to help avoid injury whenever you encounter winter walking conditions.

 For a look at the Slippery Surface Simulator that's used in our training program, visit <https://youtube/xrs5Es4mV0U>

- Avoid taking shortcuts across snow-covered areas. Always use cleared sidewalks, paths and parking lots. Be especially careful when stepping to or from different levels (e.g. down or up steps or from curbs).
- Wear the proper footwear for the weather conditions – boots with good tread or anti-slip footwear.
- Keep your eyes on the path and avoid slippery surfaces when possible.
- Take small steps when slippery surfaces can't be avoided.
- Hold on to the handrails on steps and stairs. Place as much of your foot on the step as possible.
- Keep your hands out of your pockets and distribute the weight of bags or packages evenly for better balance.
- Remove as much snow and water from your boots as you can prior to entering a building. Recognize that wet floors and stairs are likely very slippery.

Manage energy bills with the Budget Plan.

The Budget Plan* can help you manage your energy bills this winter, and throughout the year by allowing you to spread out your energy costs over the course of the year, so your bill is more predictable. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.



You'll also find energy-saving tips, rebates, incentives and services that can help you keep costs down. When it comes to dealing with winter bills, the right tools can make all the difference.

*To qualify for the Budget Plan, your account must be current with no outstanding balance

Where to look for assistance with your bill.

If you are having trouble paying your energy bill this winter you may qualify to receive help from the Good Neighbor Energy Fund, which is administered through the Salvation Army.

For more information, please call:
1-800-334-3047 (area codes: 617, 508, 781 or 978)
1-800-262-1320 (area code: 413)
Visit www.magoodneighbor.org for more information.



Help a loved one to remember to pay their bill.

If you have a friend or relative who occasionally neglects bills, we can help you help them with our Third Party Notification program. Any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should the account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem. For more information, please call the number on your bill.

Preventing hypothermia during extreme cold.

Hypothermia, or cold stress, happens when exposure causes the body temperature to fall below 95°F. It is important to remember that a person does not need to be exposed to extremely cold weather to suffer from hypothermia.

Older people, infants and those weakened by chronic illness are especially susceptible and may be vulnerable. If you know someone who might be susceptible, remember to call them regularly. If you think you may be susceptible, have a friend, neighbor or family member call you daily.



Easy ways to stop heat loss around windows and doors.

Windows and doors can be responsible for up to 25 percent of winter heat loss in a typical home and 33 percent of summer heat gain. Weather-stripping your windows and doors will help reduce this leakage.

Using affordable supplies from a local home improvement retailer, you may be able to seal your windows and doors yourself.

- **Reduce air leakage at the bottom of exterior doors.** For a no-cost solution, use rolled-up towels.
- **Install sweeps at the bottom of exterior doors.** Available at most hardware and home supply stores, sweeps are generally plastic or metal strips that you apply to the bottom of the door.
- **Install low-cost compressible foam.** This creates a tight seal around the door. Don't forget to seal doors into unheated areas of your home, such as the garage.



Cut down on clutter.

View and pay your bill online with doxo, our newest paperless billing option. Visit www.doxo.com/nationalgrid to enroll.



Stay connected during major storms.

Text **STORM** to **NGRID (64743)** to sign up for text alerts during a 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)**.

This is an important notice. Please have it translated.

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

Stay away from downed power lines, and if you see one, call us right away at **1-800-465-1212**.