

# WeConnect

Energy news for our electric customers in Massachusetts



Spring ahead with energy-saving ideas that can save you money.

For more details, visit [www.nationalgridus.com](http://www.nationalgridus.com)

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

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

## Guard against scam artists, impersonators.

Be alert for scam artists and imposters posing as utility employees who may try to gain access to sensitive account information or attempt to gain entry to your home.

Recently, we have received isolated reports that some energy salespeople have been presenting themselves as National Grid employees. These representatives are not from National Grid. The company does not conduct sales door-to-door or over the phone, nor does it offer residential equipment inspection and maintenance service.

Customers may receive solicitations from alternate energy suppliers with offers to purchase electricity on their behalf at a lower price. National Grid encourages customers to be wise consumers and consider all available energy supply options at [www.ngrid.com/masschoice](http://www.ngrid.com/masschoice)

An alternate electricity supplier is an option for our customers to consider, but please read the fine print. And whether you choose an alternate supplier or not, National Grid will deliver your electricity safely and reliably, respond to service and emergency needs, and restore power during storms.

### Please keep these safety tips in mind:

- 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 and please call Customer Service at **1-800-322-3223**. If you feel you are in immediate danger, call **911**.
- We do call customers with outstanding balances, requesting payment and notifying of the potential for service interruption (due to non-payment). However, we do not accept pre-paid debit cards for payment and would never ask a customer to acquire one of these cards to make a bill payment.
- If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

## Plant a tree to celebrate Arbor Day. But call before you dig!

April 29 is Arbor Day, the annual observance that celebrates the role of trees in our lives. Celebrate the day by planting a tree – it can add value to your home and help to reduce energy costs!

### Before digging

Before any planting or home improvement project that requires digging, please remember to first call **811** so the location of underground utility lines can be marked. It's a free service, and it's the law.



To provide shade in summer, yet let the sun's warmth in during winter, plant deciduous trees (trees that shed leaves in fall) such as maples, oaks, birch, locusts, lindens on the east and south sides of your home.

### Look up

When planting a tree, remember to look up to determine where your tree will be located in relation to overhead utility lines. Proper tree species selection and placement will avoid utility line conflicts and costly pruning requirements in the future. For advice on the right varieties of trees and shrubs for your yard, visit your local nursery or [www.nationalgridus.com](http://www.nationalgridus.com) for a planting guide.

