

# WeConnect

Energy news for our electric customers in Massachusetts



Our mobile app and website put important information at your fingertips.

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

## Connecting with us on the go.

Download the National Grid app or visit our mobile website to:

- Make a one-time payment
- Find Authorized pay in person locations
- Report and check the status of an outage
- View outage maps
- Access important electric safety information
- Find important contacts

To find our app, search for National Grid in iTunes and Google Play stores. To access our mobile website, go to **www.nationalgridus.com** from your mobile device.



## Prepare for colder weather with the Budget Plan.

The Budget Plan spreads your projected annual energy usage cost into 12 “balanced” monthly payments. You still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount. The Budget Plan is easy! You get the same convenient payment options you currently enjoy as a National Grid customer, including the option to sign up for our popular automatic payment programs.

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



**How to enroll**  
Visit **nationalgridus.com** and sign into your account or call Customer Service, **1-800-322-3223**.

## You can choose renewable energy.

Our GreenUp<sup>SM</sup> Program lets you choose providers who generate electricity from renewable sources like wind, solar and hydroelectric. If you choose to purchase renewable energy certificates from one of these suppliers, called ESCO's (energy services companies), National Grid will still be responsible for providing your electricity and safely delivering it, providing customer service and responding to emergencies.

For all of the details and a list of eligible suppliers, visit **www.nationalgridus.com** and look for GreenUp under the Business Partners tab.



## Remember to brake for work zones.

We'd like to remind motorists and pedestrians to be cautious in and around utility roadway work zones for their own safety and the safety of National Grid employees and contractors.

## Stay connected and stay informed.

We want to make sure that you keep informed during a storm. In addition to providing safety and restoration updates on Twitter, Facebook and [www.nationalgridus.com](http://www.nationalgridus.com), we also offer text alerts. To subscribe to text alerts for major statewide storm updates, simply text the word **STORM** to **NGRID (64743)**.\*

**Safety reminder:** Never touch any fallen lines or anything touching fallen wires and move everyone away. Report all fallen wires by calling our electric emergency line, **1-800-465-1212**.

\*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)**.

## Plant a tree to reduce energy costs, but call 811 first.

Looking to reduce energy costs at home? Plant a tree. On the north and west side of your home: Plant conifers such as evergreen trees — spruce, cedars, fir or pines to help reduce the wind's chilling effects in winter. On the east and south side of your home: Plant deciduous trees (trees that drop their leaves in fall) such as maples, oaks, or lindens. They'll help shade and cool the house in summer. And remember, as with any digging project call **811** first so underground pipes and wires can be marked. It's a free service, and it's the law.



## Plan now to save energy later.

Your home can be more energy efficient this winter if you complete these steps now.

- Remove window air conditioners or cover them to reduce drafts.
- Clear chimneys and flue vents and have your fireplace checked.
- Make sure your appliances and space heaters are in proper working order.
- Seal any holes or cracks that let cold air inside.
- Caulk around windows and replace any broken panes on storm doors and windows.
- Check insulation in your attic and add insulation if needed.



## Look up before seasonal clean up.

If your fall cleanup plans include tree trimming, cleaning gutters or using a ladder or long-handled equipment, please take note of these safety precautions:

When carrying a ladder or long handled tool to and from the work location, be sure to keep it level so an elevated end does not come near power lines.

Before erecting a ladder or lifting a long-handled tool, always look up to be sure it will not contact, or even come within 10 feet of any power lines. Also, properly secure the ladder before use.

Be especially careful when installing metal siding, gutters, antennas, etc, which can all conduct electricity and blow into a power line while being raised into place.



### This is an important notice. Please have it translated.

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Avis important. Veuillez traduire immédiatement.  
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Si prega di tradurla.

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.

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