

WeConnect

Energy news for our electric customers in Massachusetts

nationalgrid

HERE WITH YOU. HERE FOR YOU.



For help managing
winter energy bills visit
ngrid.com/billhelp

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

Managing cold weather energy costs.

You have more control over your winter energy bills than you might think. Here are tips for managing those cold-weather costs.

1. Schedule an assessment, get expert advice.

It's the perfect time to prepare your home for cold weather. Start with a no-cost energy assessment to learn ways you can save money and improve comfort. You may also be eligible for:

- No-cost instant energy saving products including LED light bulbs, a programmable or Wi-Fi enabled thermostat, and faucet and shower aerators
- Financial rebates and incentives, including a 75% discount on insulation (up to \$2,000), no-cost air sealing of leaks, and apply for 0% interest financing

Call **1-866-527-SAVE (7283)** to sign up for your no-cost home energy assessment. Learn more at www.ngrid.com/ma-home

2. Lower your water heater's temperature.

Many water heaters are set higher than they need to be, sending dollars down the drain. Lower your water heater's temperature to 120°F and reduce your water heating costs.

3. Enroll in the Budget Plan.

The Budget Plan* helps make it easier to manage your household energy payments each season by taking "peaks and valleys" from energy bills. The Budget Plan spreads your projected annual energy usage costs 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.

How to enroll

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

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

National Grid is a proud sponsor of Mass Save.

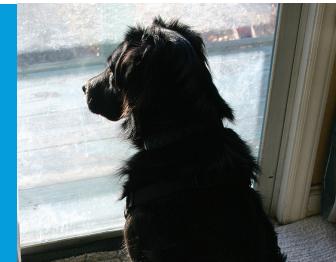


*This program is for 1-4 unit homes.



To ensure your service is complete, please restrain pets.

In an attempt to keep our employees safe, we ask that you properly restrain your pets prior to our arrival. Failure to do so could delay our ability to complete the service order.



Arrears management program.

National Grid's Arrears Management Program (AMP) provides financial assistance to qualified low-income customers in Massachusetts who have unpaid energy bills. As part of the program, you may be eligible for forgiveness of past due bills. For more information on this and other National Grid assistance programs, visit www.nationalgridus.com

For more information, visit www.ngrid.com/billhelp, or call Customer Service at **1-800-322-3223**.

Visit us at www.nationalgrid.com and connect with us on



Choose carefully when using a payment agency.

Use caution when paying your National Grid bill through a bill payment service.

- Use only authorized payment agencies.
- Bring your bill with you to ensure that your payment is properly credited.
- Always keep a receipt or other record of your payment.

For a list of authorized agencies near you, visit www.nationalgridus.com

Be prepared for winter weather.

Be ready for whatever the weather brings this winter by preparing a storm kit that includes:

- A flashlight and fresh batteries
- A battery-powered radio
- Extra food, water and manual can opener
- Extra medicine and baby supplies
- Sanitation and personal hygiene items
- Extra blankets and warm clothing

In addition to the items above, be sure to check that fire extinguishers, smoke detectors and carbon monoxide detectors are working. If you have a generator, please make sure you can operate it safely.



Where to find bill payment assistance.

Billing options and discounts are available to help eligible customers who may have difficulty paying their monthly electric bill.

Low Income Home Energy Assistance Program (LIHEAP)

Fuel Assistance, also known as the Low Income Home Energy Assistance Program (LIHEAP), can provide financial assistance to income-eligible applicants.

In Massachusetts these funds are administered by the Department of Housing and Community Development (DHCD). If you believe you are eligible for these funds, please contact your local Community Action Program (CAP) agency.

Visit www.mass.gov/dhcd or call the Massachusetts Heat Line toll-free at **1-800-632-8175**.

Good Neighbor Energy Fund

The Massachusetts Good Neighbor Energy Fund may be able to help customers who do not qualify for other financial assistance. Visit www.magoodneighbor.org or call the Good Neighbor Energy Fund at **1-800-334-3047**.

Discount Rate

This rate is offered to Massachusetts electric customers and is available to all residential heating and non-heating customers based upon verification of a customer's receipt of any means tested public benefit program or verification of eligibility for the Home Energy Assistance Program (HEAP).

Holiday Cards for Heroes

National Grid employees spread cheer to our dedicated servicemen and women through our annual Holiday Cards for Heroes campaign. The cards, designed by young artists, are sold to employees who write notes of thanks. The cards are delivered to The United Service Organizations, Inc. for distribution to locations as far away as Kandahar, Afghanistan. Last year the program raised \$10,000.

In our community



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante,

Si prega di tradurla.

Đây là một bản thông cáo quan trọng.

Xin vui lòng cho dịch lại thông cáo này.

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**.