

# WeConnect

Energy news for our electric customers in Massachusetts



Take control of seasonal bills. Visit [ngrid.com/billhelp](http://ngrid.com/billhelp)

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

## Small steps to safety.

Winter walking means icy sidewalks, snowy paths and more. There are several steps you can take to enjoy a safe season:

- Avoid distractions from your phone or other hand-held device.
- Avoid shortcuts and snow-covered areas. Always aim for cleared sidewalks, paths and parking areas.
- Use caution when stepping from one level to another.
- Wear boots or anti-slip footwear.
- Take small steps when slippery surfaces can't be avoided.
- Use handrails and guiderails.
- Maintain three points of contact whenever possible.
- Distribute weight of bags evenly for balance and keep hands out of pockets.



## Manage energy bills with Budget Plan.

National Grid's Budget Plan removes peaks and valleys from your energy bills by spreading your payments evenly over the course of the year. To qualify your account must be current with no outstanding balance.

You'll also find energy-saving tips, rebates, incentives and more to help you keep costs down. With winter bills, having the right tools can make a difference. Visit [ngrid.com/billhelp](http://ngrid.com/billhelp).



## Assistance with bills is available.

Residents may qualify for help from the Good Neighbor Energy Fund, which is administered through the Salvation Army.

For more information visit [magoodneighbor.org](http://magoodneighbor.org) or call:

**1-800-334-3047** (area codes 508, 617, 781 or 978)

**1-800-262-1320** (area code 413)



## 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)**.

# Keep current with Third Party Notification.

Customers can designate a relative, trusted friend or an agency to be a caregiver and receive copies of notices should an account become overdue. Visit [nationalgridus.com](http://nationalgridus.com).

## Decrease chances of hypothermia.

During extreme cold weather hypothermia can affect the elderly, infants and those weakened by chronic illness. Hypothermia, also known as cold stress, occurs when body temperature falls below 95° Fahrenheit, but it can also happen to people who have not been exposed to extremely cold weather. If you know someone who may be susceptible, set a reminder to check in on them. If you are vulnerable ask a friend, family member, or neighbor, to check on you.



## Stay comfortable and manage costs during cold weather.

Feeling the chill? National Grid offers the following tips:

### No-cost energy assessment

A no-cost energy assessment\* shows you how to save money and improve comfort in your home. Sign up today and you may be eligible for:

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



Call **1-866-527-SAVE (7283)** to sign up for your no-cost home energy assessment. Find out more at [ngrid.com/ma-home](http://ngrid.com/ma-home).

\*This program is for 1-4 unit homes.

### Maintain a schedule

Regular heating system tune-ups result in decreased equipment breakdowns and unnecessary air loss. It's also wise to:

- Change furnace filters monthly which improves both quality and energy use.
- Upgrade your system to a new energy-efficient model which will save you as much as 30 percent on energy costs.
- Remove furniture and other objects from vents to distribute air appropriately.

## Score big with #EnergyAssist.

National Grid is teaming up with the Boston Celtics to give Massachusetts students a chance to win a Science Technology Engineering Mathematics (STEM) lab renovation for their school. Students are asked to spread the importance of electricity and energy reduction with social media posts tagged #EnergyAssist. The contest begins in March. Visit [nba.com/celtics/community/stem-labs](http://nba.com/celtics/community/stem-labs) to learn more.

### 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 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**.