

WeConnect

Energy news for our electric customers in Massachusetts



Lower your energy bills,
enhance your comfort.

For more details, visit
nationalgridus.com

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

Be mindful with spring projects.

Call before you dig

As the days grow longer, thoughts spring toward gardening or home improvement projects. Remember, before any digging begins, call **811** so the location of underground utility lines can be marked. It's a free service and it's the law.



Know what's below.
Call before you dig.

Look up

Just as important as calling before you dig is to look up before determining the location of trees near overhead lines. With proper selection and placement, you can enjoy your tree for years to come and avoid costly future pruning. For the correct variety of trees and shrubs for your area visit nationalgridus.com or contact your local nursery.



Arbor Day

April 28 marks the annual observance of trees – Arbor Day. Do your part by planting a tree to add value to your home and, at the same time, reduce your energy bill. To provide shade in the summer, but maintain the sun's warmth in winter, plant deciduous trees that shed leaves in the fall on the east and south sides of your home. Good candidates would be maples, oaks, birch, locusts and lindens.

Safety in an outage.

If your power goes out, protect your home from a potential surge in power when it returns by disconnecting sensitive appliances such as computers, televisions, and microwaves during an outage. It's also a good idea to keep one light switch on so you know when power is restored.



We offer a number of ways to stay connected including text messaging. National Grid sends text messages out to customers during major storms; simply text the word **STORM** to **NGRID (64743)*** to sign up and follow up with us on Facebook, Twitter and Instagram.

*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)**.

Recycle old refrigerator, earn rebate.

Outdated refrigerators and freezers are huge energy eaters. Newer models cut down on energy use and can lower your bill. And, through Mass Save, you can schedule a no-cost pick-up of your old model for recycling and receive \$50. For more on this program, and on other energy rebates and incentives, visit nationalgridus.com. You must be a residential National Grid account holder. Maximum two units per household per calendar year. Other restrictions apply.

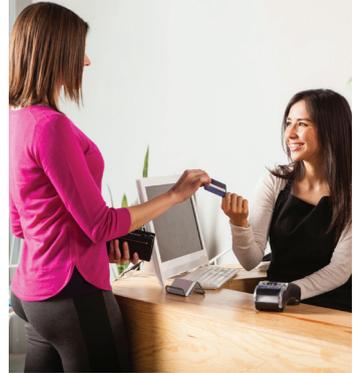
Cut down on clutter: choose DirectPay.

No check. No stamp. No monitoring due dates. DirectPay allows customers to pay bills with automatic withdrawals from a checking or savings account. Visit nationalgridus.com for details and additional payment options.

Know before you go.

Looking to make your bill payment in person? If so, be sure to use an authorized agency to ensure your National Grid payment is made on a timely basis and that your account is being credited appropriately. Visit nationalgridus.com for a list of authorized agencies and be sure to call ahead and ask the following questions:

- Do you accept payments for National Grid bills?
- What form of payment do you accept?
- Do you have dollar limits or any service fees?



Be mindful when working outdoors.

National Grid reminds you to be safe when working on your spring home improvement projects. It's crucial to remember overhead power lines are not insulated and carry enough energy to cause serious injuries – even death. It's best to regard ALL lines as live.

Other safety measures:

- Stay at least 10 feet away from residential electric lines and equipment.
- Look up – and keep ladders at least 10 feet away from power lines when carrying, moving or raising them.
- Keep away from wires when working with tools, pipes, lumber or siding – all of which can conduct electricity.
- Before working near trees or shrubs make sure the area is clear of wires.
- Never attach or tie anything off to power lines or electrical equipment.



Use caution near crews and work zones.

Our number one priority is the safety of our customers and employees. For the safety of all – we would like to remind motorists, bicycle enthusiasts and pedestrians to be cautious when entering an area where crews are working.



Extending hope to veterans.

In our community



Through the sale of camouflage hard hats supplied by the Veterans Employee Resource Group, National Grid recently donated \$6,500 to Project New Hope. A Worcester-based non-profit benefitting veterans, Project New Hope offers retreats to veterans coping with the struggles of returning from duty at no cost. Such retreats focus on Post-traumatic Stress Disorder, substance abuse, brain injury, caregiving, women's issues and LGBTQ. Visit projectnewhopema.org for more.

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**.