

# WeConnect

Energy news for our electric customers in Massachusetts



Pay your bill, report outages, and find safety tips with our app.

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

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

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

## Be prepared for summer storm season.

Stay informed in advance of summer storms. For an outage, call customer service at **1-800-322-3223**. It's important that we know. Never assume someone else has called to report an outage.

If you see a downed wire, keep everyone away and immediately report it to us at **1-800-465-1212**. Repairing a fallen line can be dangerous work, so please drive carefully when you spot our repair crews on the road.

There are several ways you can stay connected before, during and after a major storm:

- Text the word **STORM** to **NGRID (64743)\*** to sign up for state-level broadcast text alerts.
- To get restoration information, text **SUM** followed by your town, county or state to **NGRID (64743)\***. For example, if you live in Waltham, text **SUM Waltham** to **NGRID (64743)**.
- You can also create an online profile with us to receive emergency email alerts during storms and other incidents.



*\*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).*

## Simple tips to cut costs and stay cool.

- Reduce cooking energy by as much as 80 percent by using your microwave or use a toaster oven. You could also use an outdoor grill.
- When not in use, turn off lights, appliances, televisions, fans and computers.
- Unplug chargers and laptops when not in use.
- Consider washing clothes in cold water.
- Clean electric dryer filter. Clean and straighten the exhaust hose/duct as well as the outside vent.
- Check and clean air conditioning filters and replace as needed.
- Close blinds or drapes during the day.
- ENERGY STAR® certified room air conditioners use 10 percent less energy on average, and can cost as little as \$70 per year to run. Visit [nationalgridus.com](http://nationalgridus.com) for information on energy efficiency services and rebates.



## Easily enroll in paperless billing.

For an easy way to pay your bill and to cut down on your carbon footprint, visit [nationalgridus.com](http://nationalgridus.com) and click on the green "Pay My Bill" button or download our mobile app. You can find the app by searching for National Grid in iTunes and Google Play stores.

## Hot, humid days can lead to heat stress.

Heat stress causes the body's temperature to rise and strains the heart and blood vessels – important parts of the body's cooling system. The risk of heat stress increases when temperatures stay at or above 90° for several days, combined with high humidity. Those most at risk include the elderly, children, and people with chronic illnesses. Certain medications may also increase your risk.

Common signs of heat stress include dizziness, rapid heartbeat, dry skin (no sweating), breathing problems, nausea and vomiting.

### Avoid the dangers of heat stress by:

- Drinking water and clear liquids.
- Eating a well-balanced diet and avoiding overly heavy meals.
- Taking a cool shower or bath.
- Wearing light, loose-fitting clothing and a sun hat.
- Visiting air conditioned buildings.



## Know the signs and protect yourself from scams.

Utility billing and payment scams are resurfacing. Scammers have become increasingly sophisticated in replicating our recorded messages, making it difficult to identify an imposters call. If you feel you have fallen to a scam, contact our customer service center at **1-800-322-3223** and call local law enforcement.

### The call is a scam if:

- You are threatened with immediate service termination (this is NOT our procedure).
- The caller seeks payment when you are current on your account.
- The caller does not know your account number and is fishing for personal or financial information.
- The caller demands immediate payment by wire transfer, Green Dot Money-Pak or any other prepaid card.
- The caller is someone you cannot identify.

National Grid employees and contractors carry ID cards. If someone requests entry into your home or business and does not show an ID card, do not let that person in. Call National Grid or local law enforcement agency.

## An easy tip to manage your energy costs.



Summer is the perfect time to add insulation or air sealing which may help you save up to 18 percent on cooling costs. Insulation prevents or slows heat radiating into your home's walls, surfaces and attic. Call **1-866-527-SAVE (7283)** to schedule a no-cost energy assessment of your 1-to-4 unit home. If upgrades are recommended, you may be eligible for 75 percent off installation of approved insulation (up to \$2,000) and no-cost targeted air sealing of leaks in drafty areas. Visit [ngrid.com/ma-home](http://ngrid.com/ma-home) to learn more.

## McKinley High scores with volunteer help.

### In our community



On May 12, National Grid and the Red Sox Foundation teamed up to help out McKinley High School in Boston. Located near the team's home at Fenway, volunteers pitched in (pun intended) by painting classrooms and sprucing up landscaping. Visit [ournationalgrid.com](http://ournationalgrid.com) for more on this story and other outreach events.

### Multi-family, apartment or business complex owners please post.

#### 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**.