

WeConnect

Energy news for our electric customers in Massachusetts



Visit nationalgridus.com for safety tips on water heaters and more.

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

Managing your bill



National Grid has options available when it comes to paying your utility bill that can even out your monthly balance, give you assistance as needed, or simply give you more time.

Spread costs evenly with the Budget Plan.

Balance payments evenly throughout the year with the Budget Plan. You still pay for the same amount of energy, but your use is divided by 12 months to determine your monthly payment.

With our Budget Plan you get the same convenient payment options, including automatic payment. To qualify, your account must be current with no overdue balance.

Payment assistance eases strain of energy costs.

Having difficulty paying your utility bill? There are payment options for those who qualify. They include:

Low Income Home Energy Assistance Program

Fuel assistance, also known as LIHEAP, can provide financial assistance to income-eligible applicants. In Massachusetts these funds are administered by the Department of Housing and Community Development. Contact your local Community Action Program to see if you are eligible.

Good Neighbor Energy Fund

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

Discount Rate

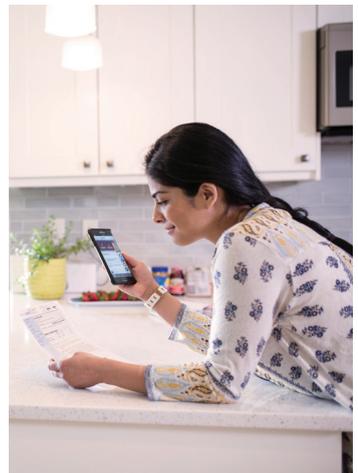
This rate is offered to Massachusetts electric customers and is available to all residential heating and non-heating customers based on verification of a customer's receipt of any means-tested public benefit program or verification of eligibility for the Home Energy Assistance Program.

Arrears Management

Our Arrears Management provides financial assistance to qualified low-income customers in Massachusetts who have unpaid energy bills.

If you need more time, we have a plan.

Can't pay your bill on time? Our collection agreement and payment agreement can allow you more time to pay your utility bill.



Be cautious when paying in person.

Be sure to use an authorized payment agency to ensure your payments are made on a timely basis and that your account is being credited properly. When paying in person bring your bill and always keep record or receipt showing your payment.

Visit nationalgridus.com to explore payment plans, extensions and related services.





Give your home an energy makeover.

Our energy specialists will help you say goodbye to drafty rooms. If you live in a 1-to-4 unit household you can qualify for a no-cost home energy evaluation. We will review your home, complete an attic-to-basement evaluation, and provide a custom home energy report outlining recommended energy efficiency improvements.

Call us at **1-866-527-7283** to schedule a no-cost home energy assessment. If upgrades are recommended, you may be eligible for:

- Seventy-five percent off the installation of approved insulation improvements (up to \$2,000).
- Rebates of up to \$3,500 on qualifying energy-efficient heating, cooling, and water equipment.
- No-cost targeted air sealing of leaks.
- The opportunity to apply for zero percent HEAT Loan financing for eligible upgrades.



Visit ngrid.com/ma-home to learn more.



Safety



Be ready no matter the elements.

A storm kit can keep you safe no matter the weather.

Be sure to include:

- Flashlight and fresh batteries
- Battery powered radio
- Extra food, water and a manual can opener
- Sanitation and personal hygiene items
- Extra blankets and warm clothing

Check to see if your carbon monoxide detectors are working properly. We recommend alarms marked with UL 2034 be placed on every level of your home.



In our community



Employees extend a hand in Massachusetts.

In September, National Grid employees dedicated themselves to serving others during the United Way's Day of Caring. Volunteers cleaned and organized a storage shed, weeded gardens, and constructed a garden bench for Turn Back Time in Paxton. In North Grafton, employee volunteers picked, sorted and washed vegetables grown at the Community Harvest while others assembled donations and assisted with pricing items at the Metro West/Greater Worcester ReStore. Visit ournationalgrid.com to learn about more efforts in the area.



National Grid employees assembled donations at the Metro West/Greater Worcester ReStore.

Helping out is part of the job.

Thank you to more than 300 National Grid employees for traveling to North Carolina and Florida, supporting Duke Energy and Tampa Electric with hurricane restoration efforts. We are proud to provide mutual aid to those in need and thank employees and their families who supported this effort.

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.**