

WeConnect

Energy news for our electric customers in Massachusetts



Your safety is our top priority. We respond to emergencies, 24 hours a day, 365 days a year.

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

Safety



Stay connected and informed during winter storms.

Stay alert during a storm by texting the word **STORM** to **NGRID (64743)** to sign up for alerts. 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)**.

You can report outages at nationalgridus.com or from our free National Grid app, available from the iTunes and GooglePlay stores.



Handy tips for a safe season.

Whether you are at home or on the move, follow these winter walking tips to keep you safe this season.

- Avoid taking shortcuts in snow-covered areas.
- Walk on cleared sidewalks, paths and parking lots.
- Use caution when stepping to or from different levels.
- Wear proper boots or anti-slip footwear for the weather conditions.
- Avoid distractions from your phone or other handheld device.
- Use handrails on steps and stairs.
- Take small steps when icy surfaces can't be avoided.
- Remove snow and water from your boots when entering a building.
- Once inside, remember that floors and stairs are likely to be slippery.



Hypothermia, or cold stress, happens when exposure causes the body temperature to fall below 95°F. It's important to remember that a person doesn't need to be exposed to extreme cold to suffer from hypothermia.

Seniors, infants and those weakened by chronic illness, are especially susceptible. If you know someone who may be susceptible, remember to call them regularly. If you are vulnerable, have family, a friend or a neighbor, check on you.

Managing your bill



Keep energy costs steady with the Budget Plan.

When it comes to dealing with winter energy bills, the Budget Plan can help. The plan spreads out your energy costs over the course of the year. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount. To qualify, your account must be current with no outstanding balance.

Visit nationalgridus.com for energy-savings tips, rebates, incentives and services that can help you keep costs down.





Help a loved one remember to pay their bill.

With our Third Party Notification, customers can designate a relative, trusted friend or an agency to receive copies of notices should an account become overdue. The caregiver is not responsible for bill payment, but can alert the customer if there is a problem.

Assistance is available.

Residential customers may qualify for help from the Good Neighbor Energy Fund, which is administered through the Salvation Army. For more information, visit magoodneighbor.org or call: **1-800-334-3047** (area codes **508, 617, 781** or **978**)
1-800-262-1320 (area code **413**)

Energy Efficiency



Stop heat loss around windows and doors.

Windows and doors can be responsible for up to 25 percent of winter heat loss. Installing affordable weather-stripping on windows and doors can help keep cold air out. You can also:

- Use rolled up towels at the bottom of exterior doors (including garage access doors) to reduce leakage.
- Install plastic or metal strips called sweeps at the bottom of exterior doors.
- Install compressible foam (labeled for doors) around exterior doors to create a tight seal.

Visit ngrid.com/save to learn about energy-saving tips, and rebates for Wi-Fi thermostats and heating equipment.



Manage energy costs with a home assessment.

If you live in a 1-to-4 unit property you may qualify for a no-cost home energy evaluation. An energy specialist will review your home, from attic-to-basement, and provide a custom home energy report outlining recommended energy efficient improvements. Call us at **1-866-527-7283** to schedule your assessment today or visit ngrid.com/ma-home to learn more.



National Grid is a proud sponsor of Mass Save.

In our community



Proud to support the United Way.

National Grid employees were proud to participate with the United Way of Massachusetts Bay and Merrimack Valley in its annual Thanksgiving Food Drive — which provides Thanksgiving meals to 6,500 families in the Boston area. We collected food items and then helped package them at an event held at the Boston Convention and Exhibition Center.

Visit nationalgridus.com to learn more about community outreach.



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**.