

WeConnect

Energy news for our electric customers in Massachusetts



We respond to outages every day, 24 hours a day.

Electric Emergency
1-800-465-1212
Customer Service
1-800-322-3223
www.nationalgridus.com

Safety



Prepare for summer storms.

Storm kits can make weathering an outage easier. The kit should include flashlights, battery-operated radio, extra batteries, basic first-aid supplies, medications, a small supply of drinking water, food, and baby supplies. Keep the kit in a cool, dry place and make sure family members are aware of its location.

If you have 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.

See a downed wire? If so, 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.



Stay connected before, during and after a major storm:



For State-level Alerts
Text **STORM** to **NGRID (64743)**

For Restoration Info
Text **SUM** followed by town, county or state to **NGRID (64743)**

Create an Online Profile
Receive emergency email alerts during storms and other incidents

You can also follow us on Facebook, Twitter, Instagram and LinkedIn.

We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. Text **STOP to **NGRID (64743)** to opt out of texts.*

Don't let the heat get to you this season.

Heat stress causes the body's temperature to rise and strains the heart and blood vessels. The risk increases when temperatures stay at or above 90° F for several days combined with high humidity. To avoid heat stress:

- Drink water and clear liquids.
- Eat a well-balanced diet.
- Take a cool shower or bath.
- Wear light, loose-fitting clothing and a sun hat.
- Visit air conditioned buildings.

Good to know: Cucumbers, celery, iceberg lettuce, zucchini, watermelon, strawberries, and cauliflower are great foods to combat thirst.



Keep your pets contained for safety.

To keep our workforce safe, and your furry friends happy, properly restrain pets prior to our arrival. Failure to do so could delay our ability to complete your service request in a timely manner.



Budget plan spreads costs evenly.

Our Budget Plan spreads costs evenly and is adjusted every six months to remove peaks and valleys from your bill. You still pay the same amount as if you weren't on the plan. To qualify your account must be current and you cannot have any outstanding charges.



Say goodbye to paper.

Go paperless and:

- View and pay your bill directly from a secure pdf attachment.
- Enroll in automatic payments at ngrid.com/enroll, and;
- Never miss a payment again!

Make payments online or on the National Grid app, available at [iTunes](#) or [Google Play](#).

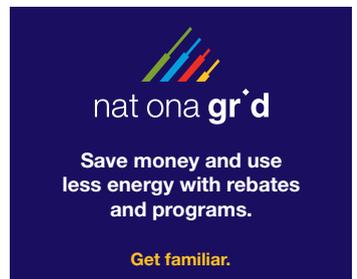
Energy efficiency



Simple tips to cut costs and stay cool.

- Reduce cooking energy by as much as 80 percent by using a microwave or toaster oven. Better yet, grill outside.
- Turn off lights, appliances, televisions, fans, and computers when not in use. Remember to unplug chargers as well.
- Consider washing clothes in cold water.
- Clean dryer filter, exhaust hose/duct, and outside vent. Straighten hose to increase efficiency.
- Clean air conditioning filters and replace as needed.
- Close blinds during the day.
- ENERGY STAR® certified room air conditioners use 10 percent less energy on average and cost as little as \$70/year to run.

Visit nationalgridus.com for more information on energy services and rebates.



Schedule a home assessment and save.

Uncover ways to save with a no-cost Home Energy Assessment. Your National Grid Energy Specialist will review your home from attic-to-basement, and provide a custom report outlining recommended energy efficiency improvements. Please call **1-866-527-SAVE (7283)** to schedule an assessment of your 1-4 unit home. Based on your assessment, you may be eligible for:



- An instant incentive for 75 percent off insulation (or, based on your household income, you could receive an enhanced offer for no cost insulation).
- No-cost air sealing of leaks in drafty areas of your home.
- Rebates of up to \$3,250 for upgrading to qualifying energy-efficient heating, cooling, and water heating equipment.
- The opportunity to apply for zero percent financing for eligible upgrades through the HEAT Loan.

In our community



Employees honor 173rd Airborne.

Nearly 20 National Grid employees carrying 15-32 lbs. of extra weight in their backpacks, participated in Boston's Tough Ruck which follows the Boston Marathon route. The event honors and memorializes fallen service members, and raises funds to support families in need.



Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at nationalgridus.com

Vea el enlace «seleccionar idioma» en nationalgridus.com
 Voir le lien «sélectionner la langue» sur nationalgridus.com
 Vedere il collegamento "seleziona lingua" su nationalgridus.com

Stay away from downed power lines, and if you see one, call us right away at **1-800-465-1212**.

Ver a ligação "seleccionar língua" em nationalgridus.com
 См. ссылку "Выбрать язык" на сайте nationalgridus.com
 Xem liên kết "lựa chọn ngôn ngữ" tại nationalgridus.com