

Energy news for  
our electric customers  
in Massachusetts

Connect with us on



**nationalgrid**

**WeConnect**

Winter  
2019

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

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

[nationalgridus.com](http://nationalgridus.com)

## Your bill ►

### Payment options

By going paperless, your energy bill arrives via email, providing a secure way to pay. Visit [ngrid.com/enroll](http://ngrid.com/enroll) to:

- Enjoy a monthly bill credit.
- Receive a reminder before payment is due.

See also:

[ngrid.com/mabillpay](http://ngrid.com/mabillpay)

### Good Neighbor Energy Fund

The Good Neighbor Energy Fund may be able to help customers with energy bills who do not qualify for other assistance programs.

[magoodneighbor.org](http://magoodneighbor.org)

**1-800-334-3047**

(area codes 508, 617, 781 and 978)

**1-800-262-1320**

(area code 413)

## Your service ►

### Report an outage

**1-800-465-1212**

Visit [nationalgridus.com](http://nationalgridus.com) or use our app.

## Your safety tip ►

Hypothermia happens when the body's temperature drops below 95°. Keep an eye on infants, those with compromised immune systems, and the elderly.

### Budget Plan

Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments.

### Energy savings programs

Enjoy rebates on efficient heating equipment, thermostats, and more.



### Discount rates

You, or someone you know, may be eligible to receive a discount on your energy bill if certain income eligibility conditions are met.

### Payment assistance and more time to pay

Keep your services up and running during difficult times.

Visit [ngrid.com/winterbills](http://ngrid.com/winterbills) to learn more.

## Keep accounts in check

Designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

**1-800-322-3223**

## From our Customer Contact Center

We're making changes to the automated telephone answering system to improve your call experience. Upgrades include:

- A new voice to greet you and new order of service options.
- Faster account recognition (when you call from a phone number on file).
- Easier self-service options.

## Backup generator use

While a backup generator can keep equipment and appliances running in the event of a weather-related outage, it's important to operate it safely.



**Always consult with a qualified electrician before installing a generator.**



**Never plug a generator directly into a wall outlet.**



**Ensure that your generator has a transfer switch.**



**Never install/operate a generator inside.**

Visit [ngrid.com/generators](http://ngrid.com/generators) to learn more.

## Walk safely

When home or on the move this season, be sure to:

- Use cleared sidewalks, paths and parking lots
- Use caution when stepping to/from different levels
- Wear proper footwear
- Avoid distractions from your phone
- Use handrails on steps/stairs
- Take small steps when icy surfaces can't be avoided



## Presidents' Day EV sales

Presidents' Day is a great time to purchase an Electric Vehicle. Visit your local dealer for specials and information.

## Learn more about clean energy

Visit [ngrid.com/80x50](http://ngrid.com/80x50) to view National Grid's proposed pathway to meet standards by 2050.



## Helping heroes and their families

National Grid supports Massachusetts Fallen Heroes and its mission to honor the fallen, support Gold Star Families, and empower returning veterans.

In November, special light bundles were sold to residential customers, with a portion of the sale donated directly to the group. In the three years since starting this effort more than \$70,000 has been raised.

Visit [massfallenheroes.org](http://massfallenheroes.org)



## Energy efficiency tips

Save energy and money at your home or business. Even small changes can lead to big savings. Get started today with these tips:



- Clean the dryer filter regularly and straighten the exhaust hose.
- Weather stripping around windows and doors keeps cold air out.
- Turn off appliances when not in use.
- Always choose ENERGY STAR® appliances.

## Improve your heater's output

With a few simple steps you can improve your heating system's efficiency:

- Raise blinds and shades during the day when the sun is shining.
- Clear areas in front of vents.
- Use programmable thermostats to lower the temperature when you're away or are asleep.
- Change your furnace filter regularly.

Visit [ngrid.com/save](http://ngrid.com/save) to learn more.

**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](http://nationalgridus.com)**

Veá el enlace «seleccionar idioma» en [nationalgridus.com](http://nationalgridus.com)  
Voir le lien «sélectionner la langue» sur [nationalgridus.com](http://nationalgridus.com)  
Vedere il collegamento "seleziona lingua" su [nationalgridus.com](http://nationalgridus.com)  
Ver a ligação "seleccionar língua" em [nationalgridus.com](http://nationalgridus.com)  
См. ссылку "Выбрать язык" на сайте [nationalgridus.com](http://nationalgridus.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [nationalgridus.com](http://nationalgridus.com)

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