

Energy news for our electric customers in Massachusetts

Spring 2019

Connect with us on



nationalgrid

WeConnect

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

nationalgridus.com

Your safety tips ▶

Text messaging

Get connected. Text **STORM** to **NGRID (64743)** to sign up. Text **STOP** to **NGRID (64743)** to opt out.

We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan.

Energy theft

Tampering or bypassing meters or piping puts lives in danger and threatens public safety. If you have information, call **1-800-322-2234**. Calls are confidential.

Restrain pets

To keep pets and our workforce safe, please restrain pets prior to arrival. Failure to do so could result in a delay of service.

Reminder:

Our employees and contractors carry photo identification cards. Without the proper ID, don't let them in.

Your bill ▶

Payment assistance

We have programs to help those in need.

Visit ngrid.com/assist to learn more.



A guide to springing forward



Overhead power lines are not insulated. They carry enough energy to cause serious injuries – even death. Assume ALL lines are live. Keep tools, ladders, pipes, lumber, or siding away from wires.



Digging up the landscape? Call **811** several days in advance before beginning any work. It's free and it's the law.



Plant trees to reduce your energy bill. Create shade in summer by planting trees that shed leaves on the south and east sides of your home.



As construction projects increase this spring be cautious. Follow traffic restrictions in work zones.



Protection during an outage



Protect your home from a potential surge by disconnecting sensitive appliances (computers, televisions, and microwaves). Also, keep one light switch on so you know when power is restored.

Payment options

In person – use an authorized agency.

Online – on the web, on the National Grid app, or with doxo (doxo.com/nationalgrid).

Automatically – Use DirectPay which pays bills automatically from your checking or savings account.

ngrid.com/mabillpay

Moving? Call us first.

Contact Customer Service at **1-800-322-3223** at least five days before moving so that we can schedule a technician to visit your home. You must be prepared to provide access to your meter. Doing so ensures you will get an accurate final bill and you won't be billed for service beyond the date of your responsibility.

Shifting into a green future

In an effort to support clean energy, we are committed to expanding electric vehicle use.

Electric vehicle use in Massachusetts

17,805
Electric vehicles in operation



587
Charging stations*



Save up to
\$9,000
with state and federal incentives.

*As of 1/2019.

We are looking to increase the number of charging stations across our service territory.



Help available for landlords

Leave on for Landlord allows for continued service between tenants and automatic notification when renters move out.

Visit ngrid.com/ma-landlord to enroll today.

Schedule a no-cost Home Assessment



Your energy-savings plan begins with a no-cost home assessment. An attic-to-basement review by an Energy Specialist provides you a custom report and the following:

No-cost items installed during assessment

- ENERGY STAR® LED bulbs
- Faucet aerators, low-flow showerheads
- Advanced power strips
- Programmable thermostats or discounted Wi-Fi thermostats (installed at later date)

After assessment you may qualify for

- 75% off approved insulation
- No-cost air sealing of leaks
- Rebates up to \$2,750 for qualifying upgrades

Call **1-866-527-7283** or visit ngrid.com/save



Recycle and earn

Schedule a no-cost pick-up of your outdated refrigerators and freezers and receive \$75. Dehumidifiers can also be added to pick up at no cost.

*Must be a residential National Grid account holder.
Maximum two units per household per calendar year.
Other restrictions apply.*



Shine a light on savings

Replace old lighting with ENERGY STAR® certified LED light bulbs and use up to 90% less electricity. Plus, your new lights will last approximately 25-times longer. To save even more energy:

- Open blinds to use sunlight during the day.
- Save up to 40% by turning off lights during daytime.
- Install dimmer switches.

ngrid.com/ma-ee



Empowering first responders

National Grid sponsored the third annual B-Fit First Responder Challenge hosted by the Boston Bruins and the Bruins Foundation. Teams of first responders participated in challenges throughout TD Garden – from stair climbs to balcony runs – to raise funds for The Hundred Club Inc. The charity supports families of police officers and firefighters who have lost their lives in the line of duty. ngrid.com/2DDNdgo



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

Veá el enlace «seleccionar idioma» en nationalgridus.com
Voir le lien «sélectionner la langue» sur nationalgridus.com
Vedere il collegamento “seleziona lingua” su nationalgridus.com
Ver a ligação “selecionar língua” em nationalgridus.com
См. ссылку “Выбрать язык” на сайте nationalgridus.com
Xem liên kết “lựa chọn ngôn ngữ” tại nationalgridus.com

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