

Energy news for  
our electric customers  
in Massachusetts

Summer  
2019

Connect with us on



nationalgrid

WeConnect

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

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

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

## Follow these tips for a safe summer

### Be prepared in the event of a storm

#### Connect with text messages:

Text **STORM** to **NGRID (64743)\*** for state-level alerts.

Text **SUM**, followed by town, county or state,  
to **NGRID (64743)** for restoration information.

*\*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.*

#### Assemble a storm kit including:

- Flashlights
- Battery-operated radio
- Extra batteries
- Basic first-aid supplies
- Medications
- Small supply of water, food, and baby supplies

#### During an outage:

Unplug sensitive appliances to protect them from a power surge.

Call us at **1-800-465-1212** to report an outage.  
Never assume someone else has called.

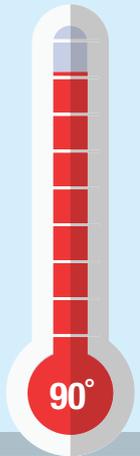
#### After a storm:

Restoration begins once conditions are safe.  
Our crews start with critical sites such as hospitals  
and public safety facilities, before they can work on  
local neighborhood lines.

**REMINDER:** Always assume lines are live. If you see  
a downed wire keep everyone away and immediately  
report it to us at **1-800-465-1212**.

### Combat heat stroke

The risk for heat stroke  
increases when temperatures  
stay at or above 90° for  
several days combined  
with high humidity.



Drink water/  
clear fluids



Avoid  
alcohol



Eat a  
well-balanced  
diet



Wear light, loose-  
fitting clothing and  
a sun hat



Take a cool  
shower/bath



Seek shade



Visit  
air-conditioned  
buildings

104 F+



Avoid the hottest  
part of the day,  
11 am - 3 pm



# Whole home ideas to save energy

## Schedule a no-cost home energy assessment

You may be eligible for a no-cost home energy assessment. An energy specialist will visit your home, install energy-saving products, and provide a personalized report on energy use. You may also receive valuable rebates toward recommended improvements – including 75% or more off insulation and no-cost air sealing.

Products installed may include:

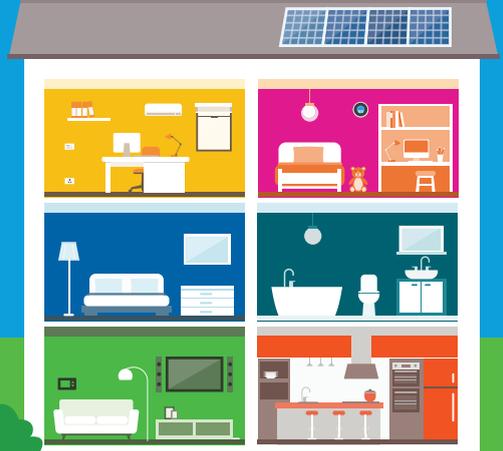
- ENERGY STAR® LED bulbs
- Faucet aerators, low-flow showerheads
- Advanced power strips

[ngrid.com/save](http://ngrid.com/save) | 1-866-527-7283

## Small changes equal savings

- ✓ Cut energy use by 80% when you use your microwave instead of your oven.
- ✓ Unplug chargers or use a smart power strip to stop energy loss.
- ✓ Wash clothes in cold water.
- ✓ Clean air conditioning filters and replace as needed.

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



## Install charging stations at your business and go green

Partner with us to set up new electric vehicle charging stations at your business or property. We can help you save money by defraying the cost to install the charging stations.

- Funding 100% of electrical infrastructure for approved projects
- Rebates for charging station equipment

[ngrid.com/ma-evcharging](http://ngrid.com/ma-evcharging)

## Your Bill ▶

### Budget Plan

Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments. [ngrid.com/balancemybill](http://ngrid.com/balancemybill)

### Go paperless

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

### TTY service available

Deaf, hard-of-hearing, and speech-impaired customers can dial **1-800-793-5046** with compatible TTY devices. Provide our customer service number **1-800-322-3223** to connect with us.

## Making an impact in honor of Earth Day

As part of our community commitment, employees raked, cleaned, removed debris and mulched approximately 4 acres of land at Hillside Acre's Animal Cemetery in Methuen. Visit [mspca.org](http://mspca.org) to learn more about Hillside Acre Animal Cemetery at Nevins Farm.



**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 "selecionar 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.**