

winter 2020

nationalgrid

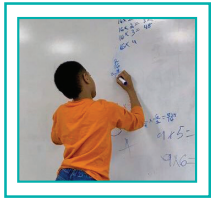
weconnect

Energy news for our electric customers in Massachusetts

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

ngrid.com



Investing in the next generation.

Helping create learning opportunities for the engineers and scientists of tomorrow is one reason that National Grid has supported City Year for over a decade. Our investment has made it possible for students – and schools – to succeed. Visit cityyear.org to learn about the organization's positive community impact.



Where to find help with winter bills.

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

magoodneighbor.org

1-800-334-3047 (area codes 508, 617, 781 and 978)

1-800-262-1320 (area code 413)



Use your backup generator safely.

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 or near open windows or doors.



Report an electric outage.

Text REG to **64743**

(NGRID) or visit

ngrid.com/outage

Data rates may apply.



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



When you go paperless, your energy bill arrives via email, providing a secure way to pay.

ngrid.com/enroll

Help for managing winter energy bills

When the temperature drops, we offer programs to help you stay comfortable and tips for managing energy usage.

Energy-saving tips

Did you know... When buying new appliances, always choose ENERGY STAR® and save \$11-24 a month for the life of the appliance.

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.

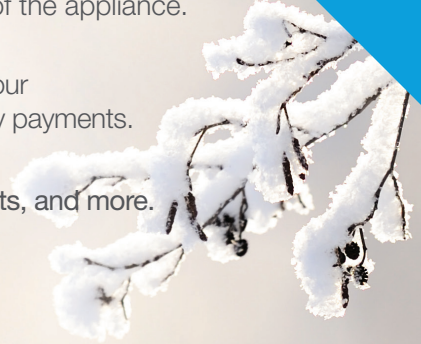
Payment assistance and more time to pay

Find help with bills during times of financial hardship.

Discount Rates

You, or someone you know, may be eligible to receive a discount on your energy bill if certain eligibility conditions are met. [ngrid.com/madiscount](https://www.ngrid.com/madiscount)

Visit [ngrid.com/winter](https://www.ngrid.com/winter) to learn more.



Improve your heating system's performance.

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

- 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.



Setting up a payment alert for family, caregiver.

With our Third Party Notification service, you can name a family member, trusted friend, or agency to receive copies of your overdue notices. The third party is NOT responsible for your bill payment in any way. This is simply a reminder to ensure that you continue to receive uninterrupted service, and that a third party is aware of the situation should there be a problem. The service is free, and it's easy to sign up. Just call the Third Party Notification phone number listed on your bill.



Simple steps to save energy and money.

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.
- Add weather stripping around doors and windows.
- Turn off electronics when not in use.
- Always choose ENERGY STAR® appliances.

Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at [ngrid.com](https://www.ngrid.com)

Vea el enlace «seleccionar idioma» en [ngrid.com](https://www.ngrid.com)
Voir le lien «sélectionner la langue» sur [ngrid.com](https://www.ngrid.com)
Vedere il collegamento "seleziona lingua" su [ngrid.com](https://www.ngrid.com)

Stay away from downed power lines, and if you see one, call us right away at [1-800-465-1212](tel:1-800-465-1212)

Ver a ligação "selecionar língua" em [ngrid.com](https://www.ngrid.com)
См. ссылку "Выбрать язык" на сайте [ngrid.com](https://www.ngrid.com)
Xem liên kết "lựa chọn ngôn ngữ" tại [ngrid.com](https://www.ngrid.com)