

summer 2020

nationalgrid

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Energy news for our electric customers in Massachusetts

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

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

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



## Our commitment to you.

The COVID-19 pandemic has changed our lives – and our communities – in new and unexpected ways. And while much remains uncertain, there is one thing you can count on: our commitment to you and your family.

If you are facing financial hardship and struggling to pay your bill, we can help. Assistance is available, even if you think you do not qualify. We'll work with you on flexible payment plans and arrangements and payment options. Call us at **1-800-322-3223**.

Visit [ngrid.com/covid-19](http://ngrid.com/covid-19) for frequent updates.

## Thank you.

We salute healthcare workers, first responders and everyone on the front lines these past months, including our employee volunteers, for helping to keep our communities safe and strong.



## Take the guesswork out of monthly energy bills.

The Budget Plan uses the amount you usually pay on your National Grid bills in a year and breaks that amount into 12 balanced monthly payments. You will still pay only for the total amount of energy you use in a year. Visit [ngrid.com](http://ngrid.com) and click on billing and payments.

## Create an online account profile.

Register for online account access for an easy way to manage your energy bill and stay informed.

To get started, visit [ngrid.com/register](http://ngrid.com/register). You'll need your account number – which can be found on your printed bill.

For details on payment options visit [ngrid.com/billpay](http://ngrid.com/billpay)

# Plan for summer storms, hurricane season.

Stay safe and informed with these tips:

## Sign up for outage alerts – your way.

You can choose how – and when – to be informed during an electric outage – by text, email or phone.

Set up your alerts today. Visit [ngrid.com/connect](https://ngrid.com/connect) and follow the simple steps. Want alerts by text? Simply text **REG** to **64743**.

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

## Keep safety in mind.

If you see a downed line, assume it is live. Keep everyone away and report it to us at **1-800-465-1212**. Do not touch downed power lines or anything coming into contact with fallen lines.



### If using a generator:

- ✓ operate it outdoors
- ✓ disconnect from the National Grid system by shutting off the main breaker



## Know the signs and symptoms of heat stress.

Be on the lookout for signs of heat stress when temperatures soar, especially when hot weather – at or above 90°F lasts for several days, combined with high humidity. Confusion, dizziness, fatigue and headache are some of the common symptoms.

Stay safe by:

- Wearing loose, lightweight clothing
- Taking cool showers or baths
- Seeking medical care right away if you have symptoms



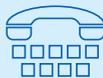
## No-cost virtual home energy assessments.

An energy specialist will conduct a virtual tour of your home, with you as their guide. You could receive energy-saving products shipped to you at no cost. Call **1-866-527-7283** to schedule by July 31, 2020 to qualify for 100% off approved insulation.\*

\*Offer subject to change

### TTY service available

Deaf, hard of hearing and speech impaired customers looking for assistance can call **711** on a compatible TTY device. Provide our customer service number **1-800-322-3223** to connect with us.



### Call before you dig

Planning summer planting or digging projects? Have lines marked before starting any project. It's free – and it's the law. You can reach Dig Safe by calling **811** or visiting [digsafe.com](https://digsafe.com)



**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**

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

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

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