

nationalgrid

weconnect

Energy news for our electric customers in Massachusetts

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

ngrid.com



fall 2020

We're here to help now, and in the days ahead.

As the warmth of summer gives way to shorter days and cooler nights of autumn, the uncertainty from COVID-19 remains with us all.

If you have been financially impacted by the pandemic and are concerned about paying your National Grid bill, rest assured that solutions are available to help you.

All customers qualify for payment assistance

Our COVID-19 Payment Agreement allows you to spread your past due amount over 12 manageable monthly installments — with 0% down payment and no financial reporting.



To learn more, visit ngrid.com/billhelp or call us at **1-800-322-3223**.

See page 2 for more payment assistance options.

Manage monthly energy bills with the Budget Plan.



The Budget Plan uses the amount you usually pay on your National Grid bill in a year and breaks that into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Visit ngrid.com to see if the Budget Plan is right for you.

Tips for paying your bill in person.

When paying your bill in person use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly. Remember to bring your bill and keep your receipt. For locations near you visit ngrid.com/mabillpay

Save energy at home.

We've got you covered with energy-saving ideas this fall. Visit ngrid.com/ee-tips

Easily check to make sure you are on the right rate. ngrid.com/servicerates

Receive 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 and follow the simple steps.

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



Want alerts by text*? Simply text **REG** to **64743**.



GreenUpSM renewable energy options.

You choose to have all or part of your electricity from renewable energy sources — wind, solar, and hydroelectric — while keeping National Grid as your electricity supplier. Learn more in the rates section of our website.



Prepare for colder days ahead.

- Remove or cover window air conditioning units to reduce drafts
- Have your fireplace checked and cleaned
- Seal holes or cracks and caulk around windows and doors
- Check your winter storm kit to make sure it includes: water, non-perishable food, first-aid supplies, flashlight and batteries, battery powered radio



What to know about meters in multi-family buildings.

High bills may occur when a landlord installs too few meters in a multi-family building or attaches common-area appliances to an individual tenant's meter. If you believe you are being charged for electricity outside of your dwelling unit, contact your local Board of Health for an inspection. Landlords are responsible for paying for electric appliances that are not exclusively used by single dwelling units.

Where to find assistance.

Home Energy Assistance Program

You may qualify for the Home Energy Assistance Program (HEAP) to help you pay your primary heating source bill. Check with your local fuel assistance agency about a HEAP grant for winter.

To learn more about HEAP please call the Massachusetts HEAP hotline at **1-800-632-8175** or visit masscap.org/heatinghelpma

Discount rate

You may be eligible for a discount rate on your monthly energy bills if you receive a qualifying benefit based on your household income and household size. Visit ngrid.com/discount



Planning fall planting?

Call **811** to have underground lines marked before starting any digging project.



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

Voir le lien «sélectionner la langue» sur ngrid.com

Verdere il collegamento "seleziona lingua" su 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 "seleccionar língua" em ngrid.com

См. ссылку "Выбрать язык" на сайте ngrid.com

Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com