



nationalgrid



Energy news for our electric customers in Massachusetts

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

summer 2021

ngrid.com |



We're here to help you get the best of summer.

Wherever the road leads you this summer, remember: we'll be here if you need us.

COVID-19 payment assistance is still available.

It's not too late to act. If you are behind on your bill, we want to help you get back on track and maintain your service. Our specialists will help you set up a payment plan and connect you with resources should you need them.

Learn more at ngrid.com/billhelp or call us at **1-888-211-1313**.

Connect with us in a storm or outage.

When you make a non-emergency call to us, you may notice that we ask to verify your contact information, including your current email address or secondary contact number. This helps us reach you when needed — such as in a storm or outage.

How to update your contact information:

- To make sure we have your current email and phone number, visit ngrid.com and click on **Sign In/Register**. Registering online is fast and easy — and lets you view your bill, set up automatic payments, receive a personalized energy savings plan and more.
- If you're already registered, please sign in to make sure your information is up-to-date.



For added safety during storms and outages:

If you have an active electricity account, you can text 'REG' to **64743** to receive personalized alerts via text, email or phone call when we detect an outage at your premises. You can also text 'OUT' to **64743** to report an outage, or 'HELP' for a full list of options.

For real-time outage and restoration updates, online outage reporting and in-depth storm safety information, visit ngrid.com/outagecentral

Let us know in advance.

Moving? We ask for 5–7 days' notice so we can schedule a crew member to visit your home or business and physically turn your service on or off.



See **ngrid.com**,
under **Your Account**.

Paying made easy.

However you want to pay your bill, we can help.

Pay by Bank Account: Register for our online profile to pay from your checking or savings account.

Pay by Credit/Debit Card through Speedpay. Fees may apply (\$1.99 residential, \$5.95 business). *Please note that we can no longer process credit/debit card payments by phone.*

Pay by Automated Payments scheduled from your bank account.

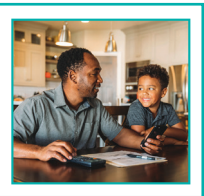
To learn more or sign up, visit **ngrid.com/payonline**



Stay alert to heat stress.

When high humidity – combined with temperatures above 90°F or more – lasts for several days, remember the signs of heat stress. Some common symptoms are confusion, dizziness, fatigue and headache.

Stay safe by wearing loose, lightweight clothing, staying hydrated, and seeking medical care right away if you have symptoms.



Let our Budget Plan help.

The Budget Plan uses the amount you usually pay on your National Grid bills in a year and breaks that total into 12 predictable monthly payments. You still only pay for the total amount of energy you use in a year. Find out if the Budget Plan is right for you at **ngrid.com**, under **Billing & Payments**.



Inspiring futures with Grid for Good.

Inspiring young people to consider careers in energy, our new employee-led program, Grid for Good, lets employee volunteers share their insights and experience with participants — and potential future coworkers.

For more on the local impacts of our employee volunteers, follow us on **Twitter.com/nationalgridus** or like us on **Facebook.com/nationalgrid**



Stay cool, save energy and improve indoor air quality this summer by maintaining your air conditioning and changing filters monthly.

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

Vedere 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. илку “Выбрать язык” на сайте ngrid.com

Xem liên kết “lựa chọn ngôn ngữ” tại ngrid.com