



nationalgrid

weconnect

Energy news for our electric customers in Massachusetts

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

ngrid.com |    

winter 2022

Outlook on higher winter bills.

Natural gas prices have risen worldwide in recent months due to increased global demand and lagging production. Since natural gas plays a major role in generating electricity, there may be an impact on your electric bill.

We're here to help.

We recognize these are difficult times for many, especially for our customers who continue to face financial challenges brought on by the pandemic.

Whenever you're concerned about paying your energy bill, let us know. If you have fallen behind and cannot pay your bill in full, you may qualify for a deferred payment agreement that lets you pay the past-due balance over time.

Our tips and programs can help you reduce energy use and save.



Tips and assistance for managing winter energy usage

We are committed to helping you manage higher energy bills, and we have programs and services to help. Explore our programs, rebates, incentives, and conservation tips at the links below.

Carbon monoxide safety reminder.

Carbon monoxide poisoning can occur any time of year but is more common during cold weather. Causes could include a malfunctioning heating unit or fuel-burning appliance or woodstove, or a blocked chimney.

If you suspect carbon monoxide poisoning, go outside immediately and call **911**.

Report an electric outage.

Text REG to **64743** (NGRID) or visit ngrid.com/outage

Data rates may apply.

Stay alert to scams.



Scams can happen at any time. To protect yourself, always verify the identity of any person who contacts you claiming to represent National Grid. Learn more at ngrid.com/scam

For additional resources:

Residential customers —
Visit ngrid.com/winter

Commercial customers —
Visit ngrid.com/heatinghelp





Where to find assistance.

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

To learn more, 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

The **Good Neighbor Energy Fund** may be able to help customers with energy bills who do not qualify for other assistance programs. Visit magoodneighbor.org or call **1-800-334-3047** (area codes 508, 617, 781 and 978) | **1-800-262-1320** (area code 413)

Grid for Good marks first year.

We're celebrating our Grid for Good program's first year by thanking our energy and charity partners and employee volunteers across our service area who reached out to attract future industry employees. Looking ahead, Grid for Good will keep finding new ways to inspire the next generation.



Operate your backup generator safely. Learn more at ngrid.com/generators

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



Consider our Budget Plan.

For predictable payments based on your usage, see if the Budget Plan is right for you. Visit ngrid.com

Hypothermia

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

Keep meters and vents clear of ice and snow.

Prevent a serious safety risk. Falling ice and heavy snow from a roof can damage meters, vents or service connections.



Safety tip

Schedule an annual heating system checkup with a qualified professional

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