

Winter 2023

weconnect

Energy news for our electric customers
in Massachusetts

Here to help in the new year.

Events of the past few years continue to remind us of the importance of connection — with you, our customer, and the communities we serve, and the need to provide timely information to help you stay safe and manage your energy bill. With that in mind, we're pleased to start the new year with a new look for this quarterly newsletter, and to introduce you to **weconnect+**, its digital counterpart, offering expanded energy news, energy-saving ideas and more. You'll find it by scanning the QR code below.

Whether you own or rent your home or run a business, we're doing everything we can to help you with the challenge of managing higher global energy costs. We recently committed \$17 million to local community partners who will provide assistance to our customers in need across our service areas. And through our **Winter Customer Savings Initiative** we'll continue to offer ways to manage your bill, save energy and find assistance during the colder days ahead. Please visit ngrid.com/heretohelp for details.

Explore our new

weconnect+

digital newsletter — packed with customer news and information, energy efficiency tips, videos and more! Scan the QR code to check it out.



We're here to help keep you safe.

Electric Emergency:
1-800-465-1212



- ▶ Operate your backup generator safely. ngrid.com/generators
- ▶ Keep meters clear. Falling ice and heavy snow from a roof can damage meters or service connections.
- ▶ To keep your clothes dryer operating safely, clean the lint filter before and after each use, and clear lint from the vent pipe every three months.

Customer Service:
1-800-322-3223



- ▶ Deaf, hard of hearing and speech-impaired customers looking for assistance can call **711** on a compatible TTY device. Provide our customer service number to connect with us.
- ▶ Call us to designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

Support when you need it:
211

- ▶ When you need help — paying bills, feeding your family, finding health care and much more — remember **211**.

Find assistance

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, call the Massachusetts HEAP hotline at **1-800-632-8175** or visit **masscap.org/heatinghelpma**

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)

Consider our Budget Plan

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

► **ngrid.com/heretohelp**

We're committed to the communities we serve

► **ngrid.com/gridforgood**



Energy-savings spotlight

Shop our online Marketplace for instant rebates on energy-saving products and programs that work for you.

► **ngrid.com/shop**



Seasonal savings tip

We're making it easy to save energy and money on energy-efficient heating, water heaters and more.

Use smart thermostats to easily program your thermostat and regulate the temperature of your home, no matter where you are.

► **ngrid.com/save**

Paying online

- Register for an online profile to pay from your checking or savings account.
- Pay by credit/debit card with Speedpay. Fees may apply.
- Schedule automated payments from your bank account.

► **ngrid.com/payonline**

Paying 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.

► **ngrid.com/billpay**

Older people, infants and people with chronic illness can be vulnerable to cold stress, even indoors.

► **ngrid.com/stormsafety**

To report an electric outage, text REG to 64743 (NGRID) or visit ngrid.com/outage. Data rates may apply. Text STOP to cancel.



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение. Пожалуйста,

попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.



Leading the way to a clean energy future

ngrid.com/fossilfree