

Fall 2023

weconnect

Energy news for our electric customers in Massachusetts

Take time now to plan for colder weather



Handling the winter temperatures ahead requires planning and preparation, to keep your home comfortable and safe, while taking steps to save energy where you can to better control your costs.

When you need help to manage your bill, look into our options for extra support. We can also connect you to assistance from community support agencies.

▶ ngrid.com/heretohelp

Special protection available for eligible households

If you are unable to pay your bills due to financial hardship and have a household member with serious illness, there is an infant residing in the home, or all members of the household are elderly, you may qualify for special protections.

For more information on requesting a special protection please call us, or visit the URL below.

▶ nationalgridus.com/MA-Home/Bill-Help/Special-Protections

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.



Customer Service:

1-800-322-3223



Report an electric outage.

Text **REG** to **64734 (NGRID)**.

Data rates may apply

▶ ngrid.com/outagecentral

Choose your payment option

We offer a number of convenient options to pay your bill including paperless billing, online billing, automated payments and more.

▶ ngrid.com select **Ways to Pay**

Check your rate

▶ ngrid.com/servicerates

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/mabillpay

Electric Emergency:

1-800-465-1212



Stay storm-ready year-round.

▶ ngrid.com/stormsafety

The big picture on reliability

Trees and limbs falling on power lines are the biggest cause of electric outages during storms, which makes vegetation management a critical part of ensuring your safe, reliable service. With thousands of miles of lines to inspect across our service area, we're using satellite imagery to better see where overgrown vegetation could threaten reliability and predict growth up to five years in advance. We're proud that our pruning program is approved by the National Audubon Society.

► ngrid.com/treertrimming



Good Neighbor Energy Fund

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**)

Energy-savings spotlight

Find low- and no-cost energy-efficient products that can help you conserve energy and save year-round at the Mass Save Marketplace.

► [MassSave.com](https://masssave.com)

Seasonal savings tip

Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.

► ngrid.com/saveathome



GreenUpSM renewable energy

You can 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. See Your **Energy Choice** under *About Your Bill*.

► ngrid.com



Please stay alert to construction projects when driving. Follow work zone traffic restrictions.

Service notification requirement

Please be advised that you must notify us when implementing changes that may impact the current load and/or service characteristics of your household/business. Some examples:

- Proposing an increase in electric service
- Preparing for a demolition or other change
- Adding solar or distributed generation

► <https://gridforce.my.site.com/s/ma-home>



Our Communities. Our Commitment.



► ngrid.com/gridforgood

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

► ngrid.com/heretohelp

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.