

Spring 2025

weconnect

Energy news for our gas
customers in Massachusetts

Here for you with solutions to help manage your energy bill

As we begin to see the first signs of spring after a long, cold winter in Massachusetts, we understand that managing higher gas bills alongside rising household expenses has been challenging.

We have been working collaboratively with the Massachusetts Department of Public Utilities (DPU) and other utilities in Massachusetts to find ways to help reduce this winter's energy bill impact.

Our recent proposal to defer 10% of March and April residential gas bills for repayment from May to October was approved by the DPU.

Additionally, the MassSave three-year Energy Efficiency plan has recently been approved, and the sponsors of MassSave have lowered their proposed costs to help reduce the energy efficiency surcharge included in your delivery charge. We'll keep you updated on any overall rate adjustments as they become available.

We are committed to delivering safe and reliable natural gas to you and the communities we serve. We recognize that affordability is a significant concern, and we'll continue working with regulators, elected officials, and others on efforts to provide longer-term rate relief.

We offer various programs and services to help you manage your energy bill, access financial assistance or request a payment plan if needed.

Explore all the ways we can help at

► ngrid.com/hereforyou

Gas Emergency:

911 or 1-800-233-5325

24 hours a day, 7 days a week



► **Smell gas? Act fast.**

► **Take steps to avoid carbon monoxide poisoning**

- Schedule a heating system checkup
- Be sure to check CO detectors to make sure they are working properly
- If your detector sounds the alarm, have everyone go outside immediately and call **1-800-233-5325 or 911**

Customer Service:

1-800-233-5325



► **Know how to spot a scam.**

Every National Grid employee and all contractors doing work for us carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in. If you feel you are in immediate danger, call **911**.

If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. Call **811** or **1-888-DIG-SAFE (344-7233)** or visit **digsafe.com**

Examples of private underground utility lines include:

- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing

► ngrid.com/gassafety

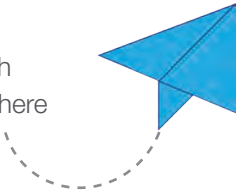


Go Paperless

When you switch to Paperless Billing, you'll be on your way to spending more time doing the things you love and enjoying these added benefits:

- Get bills and pay all online
- Receive a bill credit each month
- Access your bill anytime, anywhere

► ngrid.com/gopaperless



Report energy theft

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.

► ngrid.com

Choose the right tree to reduce energy use

For cooling shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home. Be sure to plant away from overhead lines and call **811** before digging (see left). For help choosing the right tree, check your local nursery.

Check automatic payments

Help avoid payment issues: periodically review and update your account information with your banking institution.

► ngrid.com/payonline

Inspect natural gas pipes regularly

As a natural gas customer, you're responsible for maintaining all gas lines that begin at the outlet of the gas meter and extend above or below ground on your property. Used for outdoor appliances, pool heating, generators and more, buried gas lines can corrode or leak if not properly maintained. Periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. If unsafe conditions are found, have the pipeline repaired immediately.

► ngrid.com/gassafety



Now you can easily make a digital payment* using Venmo, PayPal, Google Pay or Apple Pay, available through our partnership with the Speedpay payment system.

► ngrid.com/payonline

*\$1.75 residential and \$5.95 commercial fees may apply

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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.