

Summer 2025

# weconnect

Energy news for our gas  
customers in Massachusetts

## We're here with solutions to help manage your energy bills

Whether you are looking for ways to reduce energy use or need to get back on track paying your bill this summer, we have programs and services that can help.

For customers who have a past-due balance, our new **Payment Assistance Bundle** combines helpful solutions to make it easier to manage energy costs and pay down a past-due amount over a 12-month period. Features include:

- A **Deferred Payment Agreement** that spreads your past-due balance into future monthly payments.
- **Automatic Monthly Payments** that are automatically deducted from your bank account each month, so you never miss a due date.
- Our **Budget Plan**, which breaks down your annual energy costs into balanced monthly payments, making it easier to budget and plan your expenses.

▶ [ngrid.com/hereforyou](https://ngrid.com/hereforyou)

## Check your rate

Be sure you are billed at the correct rate. Please check your rate code which can be found on your bill below your account number. Residential rates start with "R." Nonresidential/commercial rates start with "G."

▶ [ngrid.com/servicerates](https://ngrid.com/servicerates)

## Customer Service: **1-800-233-5325**



### TTY service

For assistance or to report an emergency — deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

## Gas Emergency:

**911 or 1-800-233-5325**  
24 hours a day, 7 days a week



▶ Smell gas? Act fast.

### More Gas Safety Tips:

- ▶ If you smell gas outdoors and see a white, cloudy mist, bubbles in standing water, and/or hear a hissing, roaring or whistling sound, it could be a gas leak. Don't hesitate – leave the area and call **911** or our gas emergency number right away.
- ▶ Call **911** or our emergency number if you come into contact with gas meters, piping or valves. Always keep power tools and lawn mowers away from gas systems.

## Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated

## Go paperless

Enjoy more convenience. View your bill anywhere you can access your inbox.

► [ngrid.com/paperless](https://ngrid.com/paperless)

## Special protections 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:

► [ngrid.com/mag-specialprotection](https://ngrid.com/mag-specialprotection)

## Stay cooler this summer

- Use vegetation, solar screens and awnings to help reduce sun exposure and keep your home cooler.
- Insulate walls, ceilings and windows where you can.



## Contact 811 before you dig

Whether doing it yourself or hiring a professional, always call 811 to ensure underground public utility lines can be marked before digging projects. It's the law, and it can prevent loss of life, injury and property damage. Customers are responsible for ensuring all private utility lines, such as outdoor patio heaters and lighting for sheds, are marked before excavation.

Call **811** or **1-888-DIG-SAFE (344-7233)**

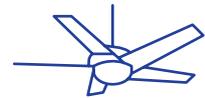
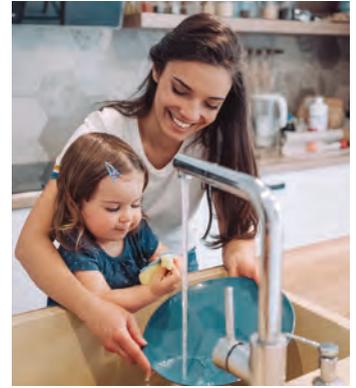
► [digsafe.com](https://digsafe.com)



## Energy-savings spotlight

### Conserve water to lower your energy bills

- Repair even small leaks to save gallons of water and money each month
- Install water-saving faucets and low-flow showerheads
- Set a maximum water temperature of 120° F
- Upgrade your water heater to a high-efficiency model



## Summer cooling tip

If you have a ceiling fan, check the switch on the side of your fan to make sure it's spinning counterclockwise to help cool your home. Reverse the setting when colder weather returns, to push warm air downward and help with home heating.

### 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 hãy dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
هتجرت بجزت مهم راطخا اذه  
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।  
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.  
מצעזרעביא עטיב. גאזנא עקיסכיויא דאמ דאמ