

Fall 2025

weconnect

Energy news for our gas customers
in Massachusetts

Prepare for colder weather ahead

Fall has officially arrived, which means now is the time to prepare your home to help you stay safe and comfortable during colder days ahead. Remember to check batteries in smoke and carbon monoxide alarms and be sure to explore our tips for saving energy, as well as programs and services to help manage winter energy bills.

► ngrid.com/hereforyou

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. Have unsafe pipeline repaired immediately.

► ngrid.com/gassafety

Manage your account on the go

Our improved app puts the power of convenience at your fingertips. You can now schedule a payment without leaving the app. Customers on a payment plan can track the status of any plans. Download the app today.

► ngrid.com/app

Customer Service:

1-800-233-5325



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, have 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

Smell gas? Act fast.

Gas Emergency:

911 or 1-800-233-5325

24 hours a day, 7 days a week



Gas Safety Tips:

- Take steps to avoid carbon monoxide poisoning:
 - Have all heating equipment checked yearly by a professional
 - Install at least one UL-listed carbon monoxide detector in your home near bedrooms
 - Never use a gas range for heating
 - Never use a generator indoors
- When renovating or performing fall yard cleanup, always keep your outside gas meter out of harm's way.

Assistance when you need it

Home Energy Assistance Program

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

► [HEAP opens November 1](#)

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.

► [ngrid.com/discount](#)

Easy bill viewing and payment options

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

► [ngrid.com](#) select **Ways to Pay**

Check your rate

Residential rates are based on whether you use natural gas for heating purposes. Residential rates start with “R.” Nonresidential/commercial rates start with “G.”

► [ngrid.com/servicerates](#)

Seasonal savings tips

Whether you own or rent your home, there are changes you can make to help save energy and enhance comfort.

- Check for and close air leaks around windows and doors.
- Schedule heating system maintenance and change filters often.



- Check your thermostat settings to be sure they are changing with your schedule and the weather.

► ngrid.com/saveathome

Our Communities. Our Commitment.



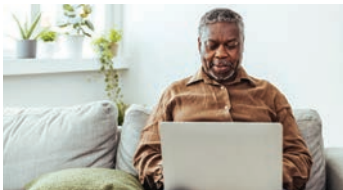
► [ngrid.com/gridforgood](#)

Adding new gas equipment? Let us know.

If you've added new gas equipment such as a gas-fired generator, or made changes that could affect the capacity or function of our facilities, please contact us to determine whether an inspection may be needed.

Manage monthly gas bills with the Budget Plan

For predictable monthly payments based on your usage, consider the Budget Plan. You pay only for the total amount of energy you use in a year.



► [ngrid.com/hereforyou](#)

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.

► [ngrid.com/scam](#)

Keeping your contact information up-to-date helps us reach you when needed.

► [ngrid.com/myaccount](#)

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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。
ہمچرت جرت، مهم را خطا اذہ
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
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