

Winter 2026

weconnect

Energy news for our gas customers
in Massachusetts

We're here for you this winter

We offer a variety of services and solutions to help you manage your energy costs this winter. Explore your options and discover what support we have available.

If you're behind on your bill, we want to help you get back on track and maintain your service. Our specialists will help you set up a payment plan and connect you with extra resources if you need them.

► ngrid.com/hereforyou

Stay alert to scams

Utility scams are on the rise, over the phone and in-person. Please be alert to anyone seeking payment for unneeded "pre-inspections" or similar fraudulent offers. We perform all upgrade and inspection work at no cost to you.

► ngrid.com/scam

MyAccount

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

► ngrid.com/myaccount

Is your meter due for inspection?

If you receive notification that your gas meter is due for an exchange, please schedule an appointment today.

► ngrid.com/mameterswap

Gas Emergency

911 or 1-800-233-5325

24 hours a day, 7 days a week



- Smell gas? Act fast.
- Prevent carbon monoxide poisoning. Have all heating equipment checked yearly by a professional.

More Safety Tips:

- To save energy — and prevent burns — set your water heater temperature to 120 degrees F.
- Keep meters clear. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.
- Have your dryer's gas line and connection inspected by a professional annually to ensure it is operating safely.

Customer Service

1-800-233-5325



- Third-party notification: 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 to call **211**.

Find assistance when you need it

You may qualify for the **Low Income Home Energy Assistance Program (LIHEAP)** to help you pay your primary heating source bill. Check with your local fuel assistance agency about a LIHEAP grant for winter. To learn more, call the Massachusetts LIHEAP 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)

Budget Plan

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

► **ngrid.com/hereforyou**

We're committed to the customers and communities we serve

Learn about our employee volunteerism and community engagement activities in your area.

► **ngrid.com/gridforgood**



Energy-savings spotlight

Shop our online Marketplace for instant rebates on energy-saving products for your home or business.

► For your home: **MassSave.com/store**

► For your business: **poweredbyefi.org/masssavebusiness/**



More ways to save

A no-cost Home Energy Assessment can improve your home comfort and help you save. Get expert assistance, complimentary products and special offers tailored to your home.

► **ngrid.com/assessment**

Paying online

- Register for an online profile at **ngrid.com/myaccount** to pay from your checking or savings account.
- Pay by credit/debit card with Speedpay. Fees may apply.
- Set up 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**

Prevent cold stress

Older people, infants and people with chronic illness can be vulnerable to cold stress, even indoors. If you suspect hypothermia, seek immediate medical attention.

► **ngrid.com/stormsafety**



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.
這是一個重要的通知。請翻譯一下。

هذا إخطار مهم. نرجى ترجمته.

এটা একটা গুরুত্বপূর্ণ বজিএপ্ততি। অনুগ্রহ করে এটি অনুবাদ করে ননি।

Sa a se yon avi enpòtan. Tanpri, fè li tradwi.

סא א סע יאן אבי ענפוטאן. טאנפרי, גאטאנא עקייטיוו א זיא סאד