

Spring 2026

we connect

Energy news for our gas customers in Massachusetts



We're here to help you manage your energy bills this spring

With warmer temperatures on the way, we can finally put this winter's record snowfall and bitter cold behind us.

The long stretch of freezing temperatures meant heating systems ran more often, resulting in higher energy bills for many customers. If you're feeling the impact, you're not alone—our Customer Advocate team and Contact Center are here to help.

We also offer:

- Bill assistance programs
- Payment plans
- Budget Plan
- Discount rates
- Energy-saving programs

MA Winter Bill Relief Program

To help ease the burden of higher winter bills, we've been working closely with the Healey-Driscoll Administration, our regulators, and other utilities to adjust rates down in recognition of the sustained cold weather that has caused natural gas bills to be higher. For gas used from February 1, 2026 through March 31, 2026, your rate was reduced by 10%.

▶ 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](https://www.ngrid.com/gassafety)



Energy-savings spotlight

Conserve water and lower your energy bills with water heater upgrades and low-flow showerheads.

You can also:

- Stop leaks to save gallons of water and reduce your bill
- Set water heater temperature at 120° F to prevent scalding

► [ngrid.com/save](https://www.ngrid.com/save)

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, see our link or call your local nursery.

► [ngrid.com/treetrimming](https://www.ngrid.com/treetrimming)

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](https://www.ngrid.com)

Check automatic payments

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

► [ngrid.com/payonline](https://www.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](https://www.ngrid.com/gassafety)

Is your meter due for inspection?

If you receive notification that your gas meter is due for an exchange, please schedule an appointment today. Visit [ngrid.com/mameterswap](https://www.ngrid.com/mameterswap)

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。

مهم جرت ی جرت. مهم راطخ اده

এটা একটা গুরুত্বপূর্ণ বজিঞপ্তা অনুগ্রহ করে এটা অনুবাদ করুন ননি।

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

טענערעביא עטיב. גאָזנאָ עקיסכיוו יא זיא סאָד