

Summer 2026

weconnect

Energy news for our gas
customers in Massachusetts



We're Here for You Through the Dog Days of Summer

Summer is in full swing, and we're here to help you stay comfortable, safe, and in control of your energy use.

Available resources include:

- The **Budget Plan**—Helps even out your monthly energy costs and avoid seasonal spikes
- **Flexible payment plans**—Designed to best fit your needs
- **MyAccount**—A singular place to make payments and view how you use energy
- Other **support and assistance programs**—Resources to help you stay comfortable and manage costs

▶ ngrid.com/hereforyou

Green Button Connect

Green Button Connect lets you securely share your energy data with trusted third-party tools. These tools can help you understand how your home uses energy, find ways to save, and plan upgrades like solar panels or an electric vehicle. You're always in control and can manage access at any time.



▶ ngrid.com/greenbutton

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



Gas Safety Tips:

- ▶ Smell gas? Act fast. Call **911** or our emergency number **1-800-233-5325** if you come into contact with gas meters, piping, or valves.
- ▶ Always keep power tools and lawn mowers away from gas systems.

Confirm Auto Pay Status

If you have recently switched your account to a new account holder/person, make sure to confirm that autopay is still activated and goes to the correct bank account.

▶ ngrid.com/automated-payments

Energy-Savings Spotlight

Saving water can help lower your energy bills

- Repair leaks early—even small drips can increase monthly costs.
- Switch to water-saving faucets and low-flow showerheads.
- Set a maximum water temperature of 120°F.
- When replacing your water heater, consider a high-efficiency model.



Stay Cooler This Summer

Avoid using the oven on warm days. Conventional and convection ovens add extra heat indoors. Grill outside, or consider a microwave or slow cooker to help keep your home cooler and reduce energy use.



Keeping Your Gas Lines Safe

You are responsible for the natural gas lines on your property beyond the gas meter, whether they are above or below ground. Buried lines need extra care because they can wear down over time or leak. We recommend having these lines checked regularly by a qualified contractor or specialist. If a problem is found, have it repaired as soon as possible.

Smart Settings, Comfortable Home

A smart thermostat can help you manage your home's cooling as temperatures rise. Shop the Mass Save® Marketplace and save \$100 instantly on smart thermostats and make it easy to adjust settings, set schedules, and avoid cooling an empty house—helping you stay comfortable and use less energy.

► [MassSave.com/store](https://www.masssave.com/store)

Protect Your Home From Carbon Monoxide

Carbon monoxide (CO) can build up in a home when fuel-burning appliances malfunction or ventilation isn't working properly. You can help keep your home safe by taking a few simple precautions:

- Install a carbon monoxide alarm.
- Check local requirements for CO detectors in our area.
- Have chimneys and fuel-burning appliances inspected regularly by a qualified professional.
- Make sure space heaters and woodstoves are in good condition and use as directed.
- Always turn off your car when parked and never leave a car running in an enclosed space such as a garage.

If you suspect a CO leak, go outside immediately and call **911**. Warning signs may include stale or stuffy air, condensation forming on windows, or experiencing flu-like symptoms such as dizziness, headaches, nausea, or fatigue.



Is your gas meter due to be exchanged?
► [ngrid.com/meterswap](https://www.ngrid.com/meterswap)



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase 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 نجزت مهم راطنًا اذه
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avè enpòtan. Tanpri, fè li tradwi.
גאָרנאָ עק'טיוו אַ זיא סאָד צאזערעביא עטיב.