

WeConnect

Energy news for our gas customers in Massachusetts



Every National Grid employee carries a photo ID card, and any contractor doing work for us is also required to carry ID.

Gas Emergency
1-800-233-5325
or call **911**

Customer Service
1-800-233-5325

Cut the cost of water heating. Rebates available for water heaters.

If you've been thinking about replacing your aging, inefficient water heater, now is a great time. Install a qualifying high-efficiency gas water heater in your home and enjoy money back from National Grid*:

- Up to a \$800 rebate for an on-demand tankless water heater, which heats water directly without the use of a storage tank and saves up to \$1,700 in energy costs over its lifetime. When a hot water tap is turned on, cold water travels through a pipe into the unit and a gas burner heats the water. As a result, tankless water heaters deliver a constant supply of hot water; you don't need to wait for a storage tank to fill up.
- A \$500 rebate for a condensing water heater that reduces water heating bills by about 30 percent. Condensing water heaters work much like regular gas water heaters: a large, insulated tank of water is heated by a gas burner. However, instead of venting the combustion gases directly outside, those gases are captured and utilized to heat the water, increasing efficiency.
- A \$400 rebate for an indirect water heater, which uses the main furnace or boiler to heat a fluid that's circulated through a heat exchanger in the water storage tank. The energy stored by the water tank allows the heating system to turn on and off less often, which saves energy.
- A \$100 rebate for an ENERGY STAR® certified storage water heater that has better insulation, heat traps, and more efficient burners than a standard model, saving up to \$360 over the product's lifetime.

Please visit **www.ngrid.com/ma-hotwater** to download a rebate form or apply online. A licensed contractor or plumber of your choice can help you select qualifying equipment and install it in your home. For more information call **1-800-232-0672**.



*You must be a Massachusetts residential natural gas heating customer of National Grid to qualify. Only equipment purchases and installations made between January 1, 2015 and December 31, 2015 are eligible for a rebate. Equipment must be installed by a licensed heating or plumbing contractor at the customer's service address. Rebate form and dated receipts or invoices must be received within 60 days of equipment installation date.

Make some change. See some change.

We can all use a little less natural gas. We have a variety of rebates, incentives and services to help you manage your energy usage and some could even lower your energy bill. Simply visit **www.nationalgrid.com** and click on Energy Efficiency Services to get started.

Use caution near crews and work zones.

Our number one priority is the safety of the public, customers and employees. We want to remind motorists and pedestrians to be cautious in and around utility roadway work zones for their own safety and the safety of our employees and contractors.

Guard against scam artists, impersonators.

National Grid and local police departments continue to receive calls from customers targeted by billing scam artists and imposters posing as utility employees. Please be alert for these imposters who may try to gain access to sensitive account information or attempt to gain entry to your home.

- 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 and please call Customer Service at **1-800-233-5325**. If you feel you are in immediate danger, call **911**.
- We do call customers with outstanding balances, requesting payment and notifying of the potential for service interruption (due to non-payment). However, we do not accept pre-paid debit cards for payment and would never ask a customer to acquire one of these cards to make a bill payment.
- 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.

Planning spring planting? Call 811 first.

Planning spring planting or outdoor home improvement projects? Call **811** before starting your project. It's free and it's the law.

The Dig Safe® center will notify us and other utilities to place warning markers near wires, pipes or cables so you will know what areas to avoid. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood or harm you and those around you.

Where you plant trees and shrubs can add beauty and value to your home. Proper size selection and placement should be considered before you begin. Your local nursery can help you identify the right species for your yard.



Use an authorized agency when paying your bill in person.

If you pay your National Grid bill in person, be sure to use an authorized payment agency to ensure that payments are made on a timely basis, and that your account is being credited properly.

Know before you go. Contact the payment agent and ask:

- Do they accept payments for National Grid bills?
- What form of payment do they accept?
- Are there dollar limits or any service fees?

When you pay in person:

- Bring your bill with you to ensure that your payment is properly credited.
- Always keep a receipt or other record of your payment.

Lower the temperature on your water heater.

Set your water temperature at home to 120 degrees. A lower setting uses less energy, and you're less likely to burn your skin (at 140 degrees you risk burns in six seconds or less). It's always a good idea to test the water temperature before your child gets in the tub.

And don't forget you can wash your clothes in cold water for even more savings—clothes come out just as clean.



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.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.



If you smell gas:
Please leave the area right away and call **1-800-233-5325** or **911**.