

WeConnect

Energy news for our gas customers in Massachusetts



We can all use a little less energy. Read on for ideas to help get you started.

Gas Emergency

1-800-233-5325

or call **911**

Customer Service

1-800-233-5325

Spring brings reduced energy prices.



You can anticipate lower bills this spring as energy costs decline.

Beginning May 1, a typical natural gas customer using between 26 and 28 therms per month can expect to see a decrease of approximately 25 to 30 percent, or between \$9 - \$12 less than winter bills.

The decrease is driven by a reduction in the commodity cost of natural gas. National Grid doesn't control natural gas supply costs and doesn't make

money on the gas it purchases on behalf of customers; the cost is passed through to customers without mark up.

While energy costs are down this spring, they could increase again next winter. We encourage you to take control of your energy bill and learn about energy efficiency programs, savings tips and more by visiting **www.nationalgrid.com** and clicking on Energy Efficiency Services.

It's a great time to schedule a no-cost home energy assessment.

If ice dams caused damage to your home this past winter, consider a home energy assessment.

Preventing and controlling ice dams begins with eliminating heat loss and keeping your entire roof the same temperature. Adding adequate insulation and sealing air leaks means ice dams will be reduced next winter, not to mention lower energy bills all year round.

You may be eligible for no-cost air sealing and 75 percent off (up to \$2,000) toward the costs of installing approved insulation. An energy specialist will conduct a no-cost home energy assessment to determine if these improvements are necessary in your home.

Terms and conditions apply. Please visit the website for details.



Call **1-866-527-SAVE (7283)** to schedule your assessment, or visit **www.nationalgrid.com/ma-energyaudit** to learn more.

One small beetle is causing one big problem.

The emerald ash borer, an invasive insect has been threatening our forests and landscapes by attacking ash trees across North America. Once trees die, the wood becomes extremely brittle, leading to unpredictable limb breakage, stem failure and uprooting.

You can help slow the spread of this invasive pest by not moving firewood from one community or region of the state to another. Instead, buy firewood from local vendors who comply with state firewood laws.

Visit **www.emeraldashborer.info** for more information.



Moving? Please let us know.

Visit **www.nationalgrid.com** at least a week before you move, and submit your request through the *Manage My Account* section, or call Customer Service, **1-800-233-5325**. This ensures that you'll get an accurate final bill and won't be billed for gas beyond the date of your responsibility.

Where to look for bill assistance.

We understand when the unexpected sometimes happens. We can often help customers who need assistance in paying their energy bill. One of our programs is designed for spreading current and overdue payments over time. If you qualify, we can work out a payment arrangement together. Please call the phone number on your bill for more information.



If you smell gas, take action right away.

Your safety is our top priority. That’s why we ask all of our customers to know the signs of a gas leak and what to do in the event of one.

Indoors

- If you smell gas (the odor is similar to rotten eggs), take action right away.
- Do not use the telephone, do not smoke or turn on light switches, appliances or any electrical equipment.
- All occupants should leave the house immediately.
- Once you are in a safe area, call our gas emergency line at **1-800-233-5325** or call **911**.

Outdoors

- If you smell gas and see a white cloudy mist, bubbles in standing water and/or hear a hissing, roaring or whistling sound, it could be a gas leak.
- Leave the area immediately and call our emergency number or 911 right away.



Please report suspected gas theft.

Thieves who steal energy by tampering with or bypassing meters or piping put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.



Know carbon monoxide signs and symptoms.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources of carbon monoxide in the home include malfunctioning fuel-burning appliances such as hot-air furnaces, space heaters and natural gas ranges. Exposure to carbon monoxide can make you ill, or in extreme cases, can be fatal. Symptoms include headaches, dizziness, weakness, confusion and loss of muscle control.

Protect your family

- Have all heating equipment checked yearly by a professional.
- Install at last one UL listed carbon monoxide detector in your home, near bedrooms.
- Never use a gas range for heating.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.

If you suspect carbon monoxide or your carbon monoxide detector sounds the alarm, go outside immediately and call **911**. Do not return until the source is found and authorities say it is safe.



This is an important notice. Please have it translated.

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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.

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