

# WeConnect

Energy news for our gas customers in Massachusetts



Our mobile app and website put important information at your fingertips.

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

Customer Service  
**1-800-233-5325**

## Mobile bill pay now available.

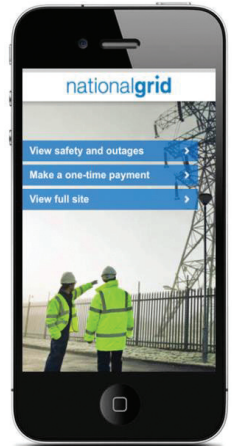
We've upgraded the National Grid mobile app and mobile website, including the ability to now make an easy one-time payment.

Current mobile features include:

- Make a one-time payment **new!**
- Find authorized pay in person locations **new!**
- Access important gas safety information
- Find important contacts

To visit our mobile website, go to **www.nationalgrid.com** from your mobile device.

To download our app, search for National Grid in the iTunes and Google Play stores.



## Keep your energy costs steady.

Balanced Billing helps make it easier to manage your household energy payments each season by taking the "peaks and valleys" out of energy bills.

### How it works

- Balanced Billing spreads your projected annual energy usage cost into 12 "balanced" monthly payments.
- You still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.
- Balanced Billing is easy! You get the same convenient payment options you currently enjoy as a National Grid customer, including the option to sign up for our popular automatic payment programs.



### How to enroll

Visit **www.nationalgrid.com** and sign into your account or call Customer Service, **1-800-233-5325**.

## Prepare to save energy during the colder days ahead.

Your home can be more energy efficient this winter if you complete these steps now.

- Remove window air conditioners or cover them to reduce drafts.
- Clear chimneys and flue vents and have your fireplace checked.
- Make sure your appliances and space heaters are in proper working order.
- Seal any holes or cracks that let cold air inside.
- Caulk around windows and replace any broken panes on storm doors and windows.
- Check insulation in your attic and add insulation if needed.

## Choose one of our paperless billing options.

Get an email each month when your natural gas bill is ready. Go online, print your bill and send us a check. Or, you can choose to pay online, too. Visit **www.nationalgrid.com** and visit *Billing and Payments* for more information.

# Smell gas. Act fast.

Despite the industry’s excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard.

Your safety is our top priority. That’s why we want you 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 us immediately at **1-800-233-5325** or **911**.

If you smell gas and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately and call. Don't assume someone else will call.

**1-800-233-5325**  
or **911**



# Trees can help reduce energy costs.

Looking to reduce energy costs at home? Plant a tree.

On the north and west side of your home: Plant conifers such as evergreen trees — spruce, cedars, fir or pines to help reduce the wind’s chilling effects in winter.

On the east and south side of your home: Plant deciduous trees (trees that drop their leaves in fall) such as maples, oaks, or lindens. They’ll help shade and cool the house in summer.

And remember, as with any digging project call **811** first so underground pipes and wires can be marked. It’s a free service, and it’s the law.



Take a safe  
step . . . **811**  
before you dig . . .

i  
tree, or garden, always call 811  
before dig . . .

ilbox,  
before dig . . .

 Follow us for more tips . . .

# Protect your family from carbon monoxide.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources in the home include malfunctioning fuel-burning appliances.

- Have your heating system checked by a licensed heating contractor.
- Check chimneys or flues for debris, birds’ nests or other blockage.
- Never use a gas range for heating. Also, never burn coal or charcoal in an enclosed space and never use an outside grill for inside cooking.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.



If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**.

Do not return until the carbon monoxide source is found.

The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea, confusion, tightness of the chest and fluttering of the heart.

# If you own a gas line please check it for safety.

Customers who own natural gas lines that begin at the gas meter and extend, either above or below ground, are responsible for their safety. These lines may connect to outside gas lighting, gas heaters for pools or hot tubs, natural gas barbeques and gas appliances in attached buildings. Buried lines should be checked for possible leaks and corrosion. Please call a qualified contractor to inspect your lines for safety.

# No more checks to write with DirectPay.

With this free service, your bank, savings and loan or credit union will automatically pay your National Grid bill from your account. Just think – no more checks, stamps or trips to the post office. Your bill will be paid on time, even if you’re away or misplaced.

Visit **www.nationalgrid.com** for more information.

### 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.

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**ETHICAL**  
**COMPANIES™**

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