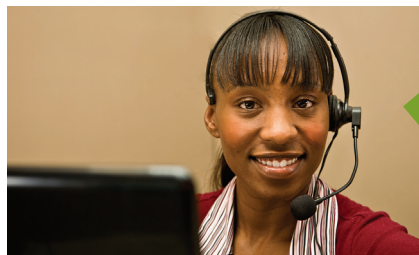


WeConnect

Energy news for our gas customers in Massachusetts



Guard against scams this season. Visit www.nationalgrid.com for information.

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.

To access 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.



Ways to manage your energy bill.

No matter what the winter weather may bring, we encourage you to take advantage of our available energy efficiency and bill payment programs. For details, visit **www.ngrid.com/billhelp** or call Customer Service at **1-800-233-5325**.

Bill payment arrangements

We offer payment arrangements to residential customers with past due balances, however this service is not currently available online. To establish a payment plan on your account, please call the phone number on your bill. A representative will work with you to establish a plan to address the overdue balance on your account.

Arrears management program

National Grid's Arrears Management Program (AMP) provides financial assistance to qualified low-income customers in Massachusetts who have unpaid energy bills. As part of the program, you may be eligible for forgiveness of past due bills. Visit **www.nationalgrid.com** for more information on this and other National Grid assistance programs.

Balanced Billing

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

- 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 such as our popular automatic payment programs.

**To qualify for the Balanced Billing your account must be current with no outstanding balance.*

Choose carefully when using a payment agency.

If you pay bills 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.

When you pay in person, be sure to:

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

Send a greeting card and help a child.



National Grid is proud to partner with Boston Children's Hospital this holiday season. When you purchase your custom holiday cards at **www.moo.com/bch** 100 percent of the proceeds will go directly to Boston Children's Hospital with a dollar-for-dollar matching donation of up to \$75,000 by National Grid.

Visit us at **www.nationalgrid.com** and connect with us on



Where to look for payment assistance this winter.

If you need financial assistance in paying your energy bill, the following programs may help.

Low Income Home Energy Assistance Program (LIHEAP)

Fuel Assistance, also known as the Low Income Home Energy Assistance Program (LIHEAP), can provide financial assistance to income eligible applicants. In Massachusetts these funds are administered by the Department of Housing and Community Development (DHCD). If you believe you are eligible for these funds, please contact your local Community Action Program (CAP) agency. If you have any questions about the LIHEAP program, please visit www.mass.gov/dhcd or call the Massachusetts Heat Line toll-free at **1-800-632-8175**.

Good Neighbor Energy Fund

The Massachusetts Good Neighbor Energy Fund may be able to help customers who do not qualify for other financial assistance. For more information, visit www.magoodneighbor.org, or call the Good Neighbor Energy Fund at **1-800-334-3047**.

Discount Rate

This rate is offered to Massachusetts gas customers and is available to all residential heating and non-heating customers based upon verification of a customer's receipt of any means tested public benefit program or verification of eligibility for the Home Energy Assistance Program (HEAP).

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.



- Before the heating season begins, 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.

TTY service available.

Customers who use text telephones can call us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will contact National Grid's Customer Service.

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 safety. These lines may connect to outside gas lighting, gas heaters for pools or 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.

Protection for Massachusetts tenants.

Massachusetts law says residents should only pay for gas provided for their apartment. If you think you are being charged for gas used outside your apartment, call your local Board of Health for a plumbing inspection.

Landlords: Please note that you, and not your tenants, are responsible for paying for gas appliances that are not exclusively used by your tenant. Contact your Board of Health 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.

