

# WeConnect

Energy news for our gas customers in Massachusetts



Spring ahead with energy-saving ideas that can save you money.

For more details, visit [www.nationalgridus.com](http://www.nationalgridus.com)

Gas Emergency

**1-800-233-5325**

or call **911**

Customer Service

**1-800-233-5325**

## Guard against scam artists, impersonators.

Be alert for scam artists and imposters posing as utility employees who may try to gain access to sensitive account information or attempt to gain entry to your home.

Recently, we have received isolated reports that some energy salespeople have been presenting themselves as National Grid employees. These representatives are not from National Grid.

The company does not conduct sales door-to-door or over the phone, nor does it offer residential equipment inspection and maintenance service.

Customers may receive solicitations from alternate energy suppliers with offers to purchase energy on their behalf at a lower price. National Grid encourages customers to be wise consumers and consider all available energy supply options at [www.ngrid.com/masschoice](http://www.ngrid.com/masschoice)

Please read the fine print. And whether you choose an alternate supplier or not, National Grid will deliver your natural gas safely and reliably and respond to service and emergency needs.

### Please keep these safety tips in mind:

- 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.

## Plant a tree to celebrate Arbor Day. But call before you dig!

April 29 is Arbor Day, the annual observance that celebrates the role of trees in our lives. Celebrate the day by planting a tree – it can add value to your home and help to reduce energy costs!

### Before digging

Before any planting or home improvement project that requires digging, please remember to first call **811** so the location of underground utility lines can be marked. It's a free service, and it's the law.



Call 811 to mark underground utility lines before digging.

To provide shade in summer, yet let the sun's warmth in during winter: Plant deciduous trees (trees that shed leaves in fall) such as maples, oaks, birch, locusts, and lindens on the east and south sides of your home.

### Look up

When planting a tree, remember to look up to determine where your tree will be located in relation to overhead utility lines. Proper tree species selection and placement will avoid utility line conflicts and costly pruning requirements in the future. For advice on the right varieties of trees and shrubs for your yard, visit your local nursery or [www.nationalgridus.com](http://www.nationalgridus.com) for a planting guide.



# Pay your bill the easy way with online bill payment.

Online payment is an easy way to pay and manage your energy bill.

## Direct pay

Pay your bill automatically — without the hassle of check writing, stamps, mailing and due dates — because your exact bill amount is always withdrawn automatically from your account. Visit [www.nationalgridus.com](http://www.nationalgridus.com) for details and additional bill pay options.

## 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?



## For safety and efficiency turn down the temperature on your water heater

Water heaters are the second highest source of energy usage in the home. To save energy — and money — set your water temperature at home to 120 degrees. You'll be 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.

Visit [www.nationalgridus.com](http://www.nationalgridus.com) for available rebates, offers and services to help you save energy at home.

### Did you know....

An average water heater lasts about 10 to 15 years and when it fails, it can leave you in a mess. Don't wait until it's too late to upgrade. Remember to always choose ENERGY STAR®-qualified appliances.



## 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.



## Make some change. See some change.

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.nationalgridus.com](http://www.nationalgridus.com) and click on Energy Efficiency Services to get started.



## Please restrain pets.

If you know we will be working in or near your home, please restrain or relocate your pet at that time. Thank you for your cooperation.

## Mobile bill pay.

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](http://www.nationalgrid.com) from your mobile device.

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

### 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.

### Smell gas. Act fast.

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