

WeConnect

Energy news for our gas customers in Massachusetts



Be kind to work crews.

Please slow down and use caution when traveling in work zones.

Gas Emergency

1-800-233-5325

or call **911**

Customer Service

1-800-233-5325

Know the signs of a gas leak.

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 call **911**.

Outdoors: 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 **1-800-233-5325** or call **911**. Don't assume someone else will call.



Be prepared for summer storm season.

Severe storms can damage trees and property, putting exposed natural gas pipes and meters at risk. Flooding may also affect gas equipment or appliances. Be prepared before the storm by having the following on hand:

- Working flashlights
- A battery-operated radio
- Extra batteries
- Extra drinking water, a manual can opener, a supply of canned and dried foods
- Extra medicine, baby items and first aid supplies

Make sure your cell phone is well charged.



Bill pay the easy way.

For fast and easy ways to pay your bill, visit **www.nationalgridus.com** and click on the green "Pay My Bill" button, or download our mobile app.

To find our app, search for National Grid in *iTunes* and *GooglePlay* stores. To access our mobile website go to **www.nationalgridus.com** from your mobile device.

Shave a minute off shower time and save.

The average American spends about eight minutes taking a shower roughly once a day. Reducing average shower time by one minute can result in a 13 percent decrease in shower water use, which reduces the money you spend on water heating.



Gas safety in your community.

We work with industry groups and state regulators on methods and programs to keep your natural gas distribution safe. Please help by doing your part. Use natural gas properly. Be alert, and always call **811** before you dig. It's a free service and it's the law. Natural gas pipelines run under public streets and sometimes under private property. For safety reasons, right-of-way laws can give pipeline owners the right to restrict certain activities near pipelines. Right-of-way maps are filed with local municipalities.



Save money by using your clothes dryer efficiently.

While hang-drying is the most energy-efficient approach to drying clothes, there are things you can do to reduce costs while using your dryer.

- **Spin before drying.** Use the "spin cycle" on your washer to help remove water before you transfer clothes to the dryer.
- **Use a moisture sensor if your dryer has one.** The moisture sensor ends the cycle when your clothes are dry, which prevents waste and over-drying.
- **Separate loads efficiently.** Dry your towels and other heavy items in a load separate from lighter-weight clothes.
- **Dry longer on a lower setting.** This uses less energy than drying for a shorter time on a high setting.
- **Get the lint out.** Remember to clean the lint filter after every load to improve air circulation.



Be on the alert for scammers.

If you receive an unexpected call or home visit from someone claiming to be a National Grid employee, do not provide sensitive information or allow access to your property without verifying their identity first. Visit **www.nationalgridus.com** for more information or call Customer Service at **1-800-233-5325**.

The chance of heat stress increases when temperatures soar.

Prolonged temperatures of 90 degrees or above combined with high humidity can cause the body's temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body's cooling system. Especially at risk are the elderly, young children and those with chronic illnesses. Some of the signs include dizziness, rapid heartbeat, dry skin (no sweating) and breathing problems.

Avoid the dangers of heat stress by:

- Drinking liquids. Don't wait until you are thirsty.
- Avoid alcohol and caffeine.
- Eat a well-balanced diet. Avoid hot, heavy meals.
- Take cool showers and baths.
- Wear light, loose-fitting clothing and a hat for sun.
- Avoid any hard physical work outdoors.
- Visit air conditioned buildings.



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.
Call 1-800-233-5325
or 911.