

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

Smell gas. Act fast.

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 no 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.

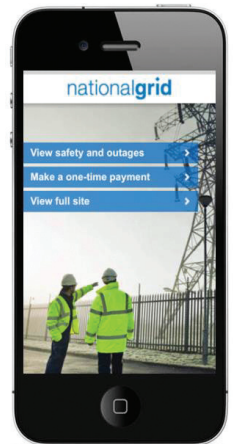


Connect with us on the go.

The National Grid mobile app and mobile website include the ability to make an easy one-time payment. Current mobile features also allow you to:

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

To visit our mobile website, go to **www.nationalgridus.com** from your mobile device. To download our app, search for National Grid in the iTunes and Google Play stores.



Prepare for colder weather with Balanced Billing.

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.

*To qualify for Balanced Billing, your account must be current with no overdue balance.



To enroll, visit **www.nationalgridus.com** 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.

- Clear chimneys and flue vents and have your fireplace checked.
- Make sure your appliances 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.



There is a bill pay option that is right for you.

Visit www.nationalgridus.com for a complete list of bill pay options, including DirectPay, which allows you to schedule automatic bill payments from your bank account. Simply click on the green bill pay button for a complete list of convenient options.

Plant a tree to save energy costs, but call 811 first.

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.



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.

What you and your family should know about carbon monoxide.

1. Install Underwriters Laboratory (UL) approved home carbon monoxide detectors on every floor of your home. Follow the manufacturer's installation instructions.
2. Check chimneys and flues for debris, bird nests and other blockages, and have them cleaned periodically.
3. Be sure space heaters and wood stoves are in good condition, have adequate ventilation and are used in strict compliance with the manufacturer's instructions.
4. Never use a gas range for heating or burn coal or charcoal in an enclosed space.
5. Never cover slots or holes in the bottom of the oven with spill pans or foil that can block airflow in the oven.
6. If you use a back-up generator to supply power during an outage, be sure to operate it outdoors.
7. Know that open windows do not provide sufficient ventilation to safely operate a generator indoors.



Know the symptoms.
The symptoms of carbon monoxide poisoning are similar to those of the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control.

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.