

WeConnect

Energy news for our gas customers in Massachusetts



For help managing
winter energy bills visit
ngrid.com/billhelp

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

Customer Service
1-800-233-5325

Managing cold weather energy costs.

You have more control over your winter energy bills than you might think. Here are tips for managing those cold-weather costs.

1. Schedule an assessment, get expert advice.

It's the perfect time to prepare your home for cold weather. Start with a no-cost energy assessment to learn ways you can save money and improve comfort. You may also be eligible for:

- No-cost instant energy saving products including LED light bulbs, a programmable or Wi-Fi enabled thermostat, and faucet and shower aerators
- Financial rebates and incentives, including a 75% discount on insulation (up to \$2,000), no-cost air sealing of leaks, and apply for 0% interest financing

Call **1-866-527-SAVE (7283)** to sign up for your no-cost home energy assessment. Learn more at www.ngrid.com/ma-home

2. Mind your furnace.

Don't let furnace filters be out of sight, out of mind. Dirty filters restrict airflow and decrease efficiency, which can drive up your bill. Replace or clean filters once a month during the heating season.

3. Lower your water heater's temperature.

Many water heaters are set higher than they need to be, sending dollars down the drain. Lower your water heater's temperature to 120°F and reduce your water heating costs.

4. Enroll in Balanced Billing.

Balanced Billing* helps make it easier to manage your household energy payments each season by removing "peaks and valleys" from energy bills.

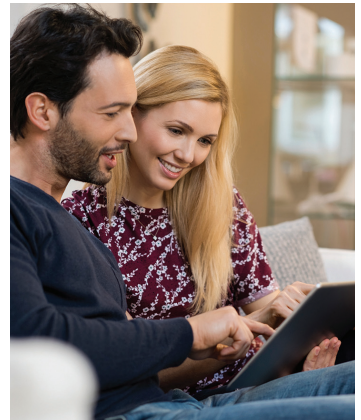
Balanced Billing spreads your projected annual energy usage costs into 12 "balanced" monthly payments. You still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.

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.nationalgridus.com and sign into your account, or call Customer Service at **1-800-233-5325**.

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



National Grid is a proud
sponsor of Mass Save.



*This program is for 1-4 unit homes.

Smell gas. Act fast.

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. Everyone should leave the house immediately. Once you are in a safe area, call us 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 hear a hissing, roaring or whistling sound, leave the area and call **1-800-233-5325** or call **911**. Don't assume someone else will call.

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.

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.nationalgridus.com for more information on this and other National Grid assistance programs.

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.

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 barbeque 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.

Holiday Cards for Heroes

National Grid employees spread cheer to our dedicated servicemen and women through our annual Holiday Cards for Heroes campaign. The cards, designed by young artists, are sold to employees who write notes of thanks. The cards are delivered to The United Service Organizations, Inc. for distribution to locations as far away as Kandahar, Afghanistan. Last year the program raised \$10,000.



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir. **ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG**
Este es un aviso importante. Sirvase mandarlo traducir. **XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY**
Avis important. Veuillez traduire immédiatement. **Это очень важное сообщение.**
Questa è un'informazione importante, **Пожалуйста, попросите чтобы**
Si prega di tradurla. **вам его перевели.**



Smell gas. Act fast.
Call 1-800-233-5325
or 911.