

WeConnect

Energy news for our gas customers in Massachusetts



Take control of seasonal bills. Visit ngrid.com/billhelp.

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

Be carbon monoxide aware.

Carbon monoxide (CO) is a highly poisonous gas that is colorless, odorless and tasteless. Symptoms of carbon monoxide poisoning are similar to the flu and may include headaches, dizziness, weakness, sleepiness and nausea. Common sources of CO include improperly used or incorrectly vented fuel-burning appliances such as stoves, furnaces, water heaters and fireplaces.

Here's what to do to stay safe:

- Have all heating equipment checked yearly by a professional.
- Install at least one UL listed CO detector in your home near bedrooms.
- Never use a gas range for heating.
- Never use generators indoors.
- If your carbon monoxide alarm sounds go outside immediately and call **911**.

Small steps to safety.

Winter walking means icy sidewalks, snowy paths and more. There are several steps you can take to enjoy a safe season:

- Avoid distractions from your phone or other hand-held device.
- Avoid shortcuts and snow-covered areas. Always aim for cleared sidewalks, paths and parking areas.
- Use caution when stepping from one level to another.
- Wear boots or anti-slip footwear.
- Take small steps when slippery surfaces can't be avoided.
- Use handrails and guiderails.
- Maintain three points of contact whenever possible.
- Distribute weight of bags evenly for balance and keep hands out of pockets.



Manage energy bills with Balanced Billing.

National Grid's Balanced Billing program removes peaks and valleys from your energy bills and lets you know exactly what your payments will be each month. To qualify your account must be current with no outstanding balance. Visit ngrid.com/billhelp.

Assistance with bills is available.

Residents may qualify for help from the Good Neighbor Energy Fund, which is administered through the Salvation Army.

For more information, visit magoodneighbor.org or call:

1-800-334-3047 (area codes **508, 617, 781** or **978**)

1-800-262-1320 (area code **413**)

Remember to clear snow and ice from meters.

Winter weather can result in the buildup of snow and ice on your meter. Please consider adding the following to your winter safety checklist:

- Clear snow and ice around gas meters.
- Mark meter if located near snowplow path.
- Remove icicles on overhangs that could fall and damage meters and pipes.



Check out our enhanced website.

National Grid customers across our service area are seeing a new search bar, improved navigation, and language translation services on our site – all thanks to your feedback.

The site features:

- Quick, easy payments (mobile payments through the National Grid app at iTunes and Google Play)
- Personalized energy usage and tracking
- Enhanced site search
- Multi-language support
- Quick storm and emergency notifications



If you've used the site in the past all your information is still accessible – including payment plans, past usage details and more. Visit nationalgridus.com today.

Keep current with Third Party Notification.

Customers can designate a relative, trusted friend or an agency to be a caregiver and receive copies of notices should an account become overdue. Visit nationalgridus.com.

Safety tips for dryers.

Promote energy efficiency and keep your dryer running properly by cleaning the filter. Failure to do so can pose a safety hazard. Here are some tips to maintain efficiency:

- Inspect dryer and dryer vents every two to three years and clear any dirt or lint buildup.
- Replace plastic or vinyl exhaust hoses with rigid or flexible metal venting.
- Clear outdoor vent trap from snow and other debris.
- Clean the dryer filter after each use.

Stay comfortable and manage costs during winter.

Feeling the chill? Help reduce the impact:

No-cost energy assessment

A no-cost energy assessment* shows how to save money and improve comfort in your home. Sign up today and you may be eligible for:

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

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

*This program is for 1-4 unit homes.

Score big with #EnergyAssist.

National Grid is teaming up with the Boston Celtics to give Massachusetts students a chance to win a Science Technology Engineering Mathematics (STEM) lab renovation for their school. Students are asked to spread the importance of electricity and energy reduction with social media posts tagged #EnergyAssist. The contest begins in March. Visit nba.com/celtics/community/stem-labs to learn more.



This is an important notice. Please have it translated.

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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**