

WeConnect

Energy news for our gas customers in Massachusetts



Lower your energy bills,
enhance your comfort.

For more details, visit
nationalgridus.com

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

Customer Service
1-800-233-5325

Act fast in a gas emergency.

If you smell gas anywhere, including your home, go outside immediately and call **1-800-233-5325** or **911**. The following conditions should be reported:

- Smelling gas
- Abnormal pressure or no gas in appliances
- Gas flow to appliances that cannot be shut off
- Continuous flow of water leaking from gas heating unit or water heater
- Roaring, hissing or whistling noise from gas pipes
- Seeing white cloud, mist, fog or bubbles in standing water outside
- Odor that irritates eyes, nose and/or throat



Review your rate code.

It's simple to check your rate code which appears below your account number on your bill. Specific rates apply for particular uses of gas, such as for heating or for cooking only, or for clothes drying or water heating only. Residential rates start with "R." Non-residential/commercial rates start with "G." Please visit ngrid.com/ma-gasrates for more information or you can contact National Grid at **1-800-732-3400**.

Lower the water heater temperature for safety.

Did you know that water heaters are the second highest source of energy use in the home? The good news is that you can save energy – and reduce your bill – by lowering the water temperature on your heater to 120 degrees. Also, it's important to note the average water heater only lasts 10 to 15 years. Consider upgrading before it's too late. Look to nationalgridus.com for available rebates, offers, and services to help you save energy. When choosing a new appliance always select ENERGY STAR[®]-qualified appliances.

Know before you go.

Looking to make your bill payment in person? If so, be sure to use an authorized agency to ensure your National Grid payment is made on a timely basis and that your account is being credited appropriately. Visit nationalgridus.com for a list of authorized agencies and be sure to call ahead and ask the following questions:

- Do you accept payments for National Grid bills?
- What form of payment do you accept?
- Do you have dollar limits or any service fees?



Be comfortable – no matter the season.

Qualified homeowners can learn how to save energy, save money and stay comfortable no matter the season by scheduling a no-cost home energy assessment*. You may qualify for 75 percent off insulation improvements (up to \$2,000) which can lower your heating and cooling costs up to 18 percent. Schedule your no-cost energy assessment by calling **1-866-527-SAVE (7283)**. Visit **ngrid.com/ma-home** to find out more.

*This offer is for 1-4 unit homes. Additional restrictions apply.



Be mindful with spring projects.

Call before you dig

As the days grow longer, thoughts spring toward gardening or home improvement projects. Remember, before any digging begins, call **811** so the location of underground utility lines can be marked. It's a free service and it's the law.



Call 811

Various utility lines are buried beneath the surface, and not knowing where these utility lines are located can cause serious consequences if you mistakenly hit, scrape or otherwise damage them.

Arbor Day


April 28 marks the annual observance of trees – Arbor Day. Do your part by planting a tree to add value to your home and, at the same time, reduce your energy bill. To provide shade in the summer, but maintain the sun's warmth in winter, plant deciduous trees that shed leaves in the fall on the east and south sides of your home. Good candidates would be maples, oaks, birch, locusts and lindens.





Use caution near crews and work zones.

Our number one priority is the safety of our customers and employees. For the safety of all – we would like to remind motorists, bicycle enthusiasts and pedestrians to be cautious when entering an area where crews are working.



Online bill payment.

Make your payments online! Simply visit **nationalgridus.com** to review ways to pay.

Extending hope to veterans.

In our community





Through the sale of camouflage hard hats supplied by the Veterans Employee Resource Group, National Grid recently donated \$6,500 to Project New Hope. A Worcester-based non-profit benefitting veterans, Project New Hope offers retreats to veterans coping with the struggles of returning from duty at no cost. Such retreats focus on Post-traumatic Stress Disorder, substance abuse, brain injury, care-giving, women's issues and LGBTQ. Visit **projectnewhopema.org** to learn more.

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**