

# WeConnect

Energy news for our gas customers in Massachusetts



Start, stop or transfer  
your service online.

For more details, visit  
[nationalgridus.com](http://nationalgridus.com)

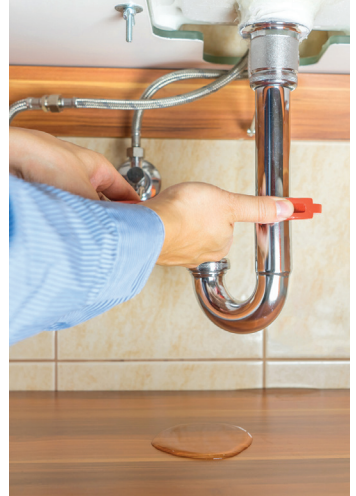
Gas Emergency  
**1-800-233-5325**  
or call **911**  
Customer Service  
**1-800-233-5325**

## Simple tactics to reduce costs.

Focusing on water usage helps conserve water and can lower your energy bill significantly. A high-efficiency natural gas water heater can save up to 30 percent on your energy bill and the savings will increase by up to \$400 thanks to available energy rebates. Visit [ngrid.com/save](http://ngrid.com/save) to view a list of qualifying equipment and available rebate forms.

You can also:

- Stop leaks to save gallons of water and reduce your bill.
- Install water-saving faucets and low-flow showerheads.
- Set water heater temperature at 120° F to prevent scalding.



## Robots deliver repairs in less time.

National Grid is bringing innovation to life and is using today's advanced technology. In Massachusetts (and other service areas), we're using a Cast Iron Sealing Robot (CISBOT) which tackles century-old cast-iron natural gas pipeline repairs in less time, benefitting you and the environment, all while lessening the overall impact on the community. CISBOT is being deployed to help repair nearly 3,400 miles of mains and gas lines. CISBOT, which is equipped with lasers, cameras and drills, can seal up to six leak-prone joints without interrupting service through one access point on a live main. A traditional crew would have to dig a hole by every joint, and would need an average of three days to repair just one leak.

## Check to see if you are billed on the right rate.

Specific gas rates apply to certain uses, such as for heating or for cooking only, or for clothes drying or water heating only. Your code appears below your account number on your bill. Residential rates start with "R." Non-residential/commercial rates start with "G." Visit [ngrid.com/ma-gasrates](http://ngrid.com/ma-gasrates) for more information.

## Moving? Cross us off your to-do list.

One week before you move visit [nationalgrid.us](http://nationalgrid.us) or call Customer Service at **1-800-233-5325** to ensure that you'll get an accurate final bill and won't be billed for gas beyond the date of your responsibility.

## No identification? Don't let them in.

National Grid employees, including contractors, are required to carry a photo identification card with company logo. If someone is requesting entry into your home or business without the proper ID, do not let them in and contact customer service at **1-800-233-5325**. If you feel you are in immediate danger, call **911**.

# Handy tip for CO safety.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. It's good to be CO aware year-round even as summer approaches.

It's a good idea to install a carbon monoxide alarm. We recommend that the alarm be marked with the "UL" certification (UL 2034) and installed near bedrooms.



# Know signs of a gas leak outdoors.

As we spend more time outside during warmer months, it's important to know the signs of a gas leak. If you smell gas and see a white, cloudy mist, bubbles in standing water, and/or hear a hissing, roaring or whistling sound, it could be a gas leak. Don't hesitate – leave the area and call **1-800-233-5325** or **911** right away.

## Don't wait – report gas theft.

Tampering with or bypassing meters or piping puts lives in danger, threatens public safety and damages property. If you have information about energy theft, please call us at **1-800-322-2234**. All information will be kept confidential.

# National Grid again earns Most Ethical Company award.


For the seventh time since 2007, National Grid has been recognized by the Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices, as a 2017 World's Most Ethical Company®. Ethisphere honors companies that recognize their role in society to influence and drive positive change; consider the impact of their actions on their employees, investors, customers and other key stakeholders; and, use their values and culture as an underpinning to the decisions they make every day.



# Pay your bill online.

- Want to make a payment online? If so, you can:
- Visit **[nationalgridus.com](http://nationalgridus.com)** to click on the green "pay bill" button.
  - Download and use our app available at iTunes and Google Play. The app also keeps you up to date on outages and more.





## Restrain pets for safety.

In an attempt to keep your furry friends and our workforce safe, we ask that you properly restrain your pets prior to our arrival. Failure to do so could delay our ability to complete the service order in a timely manner.

# National Grid and the Bruins honor first responders.

We were proud to be on hand as the Boston Bruins hosted their First Responders Night in honor of those who serve the area. National Grid presented a check for \$130,000 raised during the BFit Challenge to benefit the Hundred Club of Massachusetts, whose mission is to provide financial support to the families of fallen heroes.



### 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**