

WeConnect

Energy news for our gas customers in Massachusetts



Pay your bill, report outages, and find safety tips with our app.

For more details, visit nationalgridus.com

Gas Emergency

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

Customer Service

1-800-233-5325

Your safety is our top priority.

Smell gas. Act fast. Even with the industry's safety record, a gas leak caused by damage to a pipeline poses a hazard. That's why we want you to know the signs of a gas leak and what to do if you detect a leak.

Indoors: If you smell gas (similar to the smell of rotten eggs), take action. Do not use the telephone, do not turn on light switches, appliances or any electrical equipment. All occupants (including pets) should leave the house immediately.

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.

When in a safe area, call our gas emergency line at **1-800-233-5325** or **911**. Never assume someone else will make the call.



Know the signs and protect yourself from scams.

Utility billing and payment scams are resurfacing. Scammers have become increasingly sophisticated in replicating our recorded messages, making it difficult to identify an imposter's call. If you feel you have fallen to a scam, contact our customer service center at **1-800-233-5325** and call local law enforcement.



Call 811 before you dig.



Call before you dig

Anytime you plan landscaping, call **811** before you dig. It's a free service and it's the law. After you place a call, representatives survey the area and mark any existing utilities like natural gas pipelines, keeping the system safe from harm. Natural gas pipelines run under public streets and sometimes under private property. For safety reasons, right-of-way laws can give pipeline owners the right to restrict certain activities near lines. Local municipalities have right-of-way maps on file.



Easily enroll in paperless billing.

For an easy way to pay your bill and to cut down on your carbon footprint, visit nationalgridus.com and click on the green "Pay My Bill" button or download our mobile app. You can find the app by searching for National Grid in iTunes and Google Play stores.

Hot, humid days can lead to heat stress.

Heat stress causes the body's temperature to rise and strains the heart and blood vessels – important parts of the body's cooling system. The risk of heat stress increases when temperatures stay at or above 90° for several days, combined with high humidity. Those most at risk include the elderly, children, and people with chronic illnesses. Certain medications may also increase your risk.

Common signs of heat stress include dizziness, rapid heartbeat, dry skin (no sweating), breathing problems, nausea and vomiting.

Avoid the dangers of heat stress by:

- Drinking water and clear liquids.
- Eating a well-balanced diet and avoiding overly heavy meals.
- Taking a cool shower or bath.
- Wearing light, loose-fitting clothing and a sun hat.
- Visiting air conditioned buildings.



An easy tip to manage your energy costs.

Summer is the perfect time to add insulation or air sealing which may help you save up to 18 percent on cooling costs. Insulation prevents or slows heat radiating into your home's walls, surfaces and attic. Call **1-866-527-SAVE (7283)** to schedule a no-cost energy assessment of your 1-to-4 unit home. If upgrades are recommended, you may be eligible for 75 percent off installation of approved insulation (up to \$2,000) and no-cost targeted air sealing of leaks in drafty areas. Visit ngrid.com/ma-home to learn more.

The logo for 'mass save' features a green sunburst icon above the words 'mass save' in a bold, sans-serif font.

Avoid overloading your gas meter.

Have you added a pool heater or large appliance at your home after you had a gas meter installed? If so, contact us to make sure your meter can handle the extra gas that's needed. Not having the right size meter could result in poor pressure, and could pose a safety hazard. Please call **1-800-233-5325** to arrange an inspection.

Keep landscaping and tools away from gas meters.

Please be cautious and keep power tools and lawn mowers away from gas meters, piping and valves. If you come into contact with any piece of gas equipment, call us immediately at **1-800-233-5325**.

Volunteers go to bat for McKinley High.



In our community

On May 12, National Grid and the Red Sox Foundation teamed up to help out McKinley High School in Boston. Located near the team's home at Fenway, volunteers pitched in (pun intended) by painting classrooms and sprucing up landscaping. Visit ournationalgrid.com for more on this story and other outreach events.

Multi-family, apartment or business complex owners please post. 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.

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Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.



Smell gas. Act fast.
Gas Emergency?
1-800-233-5325
or call **911**