

# WeConnect

Energy news for our gas customers in Massachusetts



**Smell gas. Act fast.**  
Leave the area and call  
our gas emergency line.

Visit [nationalgridus.com](http://nationalgridus.com)  
for more safety tips.

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

## Protect yourself from carbon monoxide.

Fall is a good time to pay attention to potential sources of carbon monoxide around your home. CO is a highly poisonous gas that is colorless, odorless and tasteless, but you can protect yourself from CO by doing the following:

- Schedule a heating system check with a licensed heating contractor.
- Check chimneys and flues for debris, bird nests or other blockages.
- Never use a gas range for heating.
- Never burn coal or charcoal in an enclosed space.
- Install carbon monoxide detectors on every level of your home.
- If your CO alarm sounds, go outside immediately and call **1-800-233-5325**.
- Do not return until the cause of the CO is found.
- Never use generators in enclosed or partially enclosed areas.



### Symptoms

The symptoms of CO poisoning are similar to the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of heart and/or loss of muscle control.

## Prepare today to face colder days tomorrow.

With long summer days fading from view, now is the time to invest in some smart moves to help you face colder days ahead. Call **1-866-527-7283** to schedule a no-cost energy assessment of your 1-to-4 unit home. If upgrades are recommended, you may be eligible for:

- No-cost targeted air sealing of leaks in drafty areas of your home.
- Seventy-five percent off insulation installation (up to \$2,000).
- Rebates of up to \$3,500 on qualifying energy-efficient heating, cooling, and water heating equipment.
- The opportunity to apply for zero percent HEAT Loan financing for eligible upgrades.

Please visit [ngrid.com/ma-home](http://ngrid.com/ma-home) to learn more.



## Keep costs steady with Balanced Billing.

Spread your billing costs evenly throughout the year with Balanced Billing. You still pay for the amount of energy used annually, but your use is divided by 12 months to determine your monthly payment.

With Balanced Billing you get the same convenient payment options, including automatic payment. To qualify your account must be current with no overdue balance.

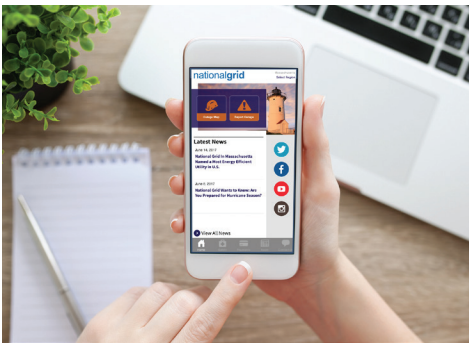
Visit [nationalgridus.com](http://nationalgridus.com) to enroll.

# We're mobile when you are.

When you're mobile you can use your smart phone to:


- Make a one-time payment.
- Find the nearest location to pay in person.
- Contact our emergency departments.
- Access safety tips.
- Access contact information.

Visit **[nationalgridus.com](http://nationalgridus.com)** on your mobile browser or download our app from iTunes and Google Play stores.



## Save time and go automatic with DirectPay.

DirectPay allows you to pay your bill automatically from a bank account, taking some time off of your to-do schedule. For a complete list of payment options, visit **[nationalgridus.com](http://nationalgridus.com)** and click on the green “pay bill” button.



## TTY service available.

TTY users can contact us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will connect you with National Grid's Customer Service.

## Check gas line for safety.

Customers who own natural gas lines, which begin at the gas meter and extend above or below ground, are responsible for their safety. Contact a qualified contractor to inspect lines. Such lines may connect to outside gas lighting, gas heaters for pools or hot tubs, natural gas barbecues and gas appliances in attached buildings. Buried lines should be checked for possible leaks and corrosion.

## Massachusetts tenants are protected.

Massachusetts law says residents should only pay for gas provided to their apartment. If you think you are being charged for gas use outside of your apartment, contact your local Board of Health for a plumbing inspection. Landlords are responsible for paying for gas appliances that are not exclusively used by single dwelling tenants. Contact your Board of Health for more information.

# Employees score big for Boston Children's Hospital.

National Grid employees raised more than \$20,000 to benefit Boston Children's Hospital during a Corporate Cup challenge at Harvard Stadium. The 40 employees, who were either part of Team Dean or Team Marcy, faced off against 72 other teams in events such as ladder ball, plank challenge and tug of war. More than \$500,000 was raised to benefit patients. Visit **[ournationalgrid.com](http://ournationalgrid.com)** to learn more about the efforts of our volunteers in your area.



### 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.

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**