

# WeConnect

Energy news for our gas customers in Massachusetts



Your safety is our top priority. We respond to emergencies, 24 hours a day, 365 days a year.

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

Customer Service  
**1-800-233-5325**

## Safety



### Guard against carbon monoxide this winter.

Carbon monoxide poisoning is more prevalent in winter. Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources include improperly used or vented fuel-burning appliances, such as furnaces, stoves, water heaters and fireplaces. Here's what you can do to help prevent carbon monoxide poisoning.

- Have all heating appliances checked yearly by a professional.
- Install UL listed carbon monoxide detectors in the home.
- Never use a gas range for heating.
- Never use generators inside the home or other indoor area.

If you suspect carbon monoxide, go outside immediately and call **1-800-233-5325** or **911**.

Ice and snow accumulation around fresh air and gas appliance exhaust vents may result in equipment damage and malfunction, and could create harmful carbon monoxide buildup. Be sure to:

- Carefully and regularly remove snow and clear icicles on overhangs near the meter and pipes.
- Mark your meter, especially if it is located near a snowplow path.



#### Carbon monoxide poisoning symptoms:

- Feels like the flu
- Headache
- Dizziness
- Weakness
- Sleepiness
- Nausea
- Chest tightness

### Handy tips for a safe season.

Whether you are at home or on the move, follow these winter walking tips to keep you safe this season.

- Avoid taking shortcuts in snow-covered areas.
- Walk on cleared sidewalks, paths and parking lots.
- Use caution when stepping to or from different levels.
- Wear proper boots or anti-slip footwear for the weather conditions.
- Avoid distractions from your phone or other handheld device.
- Use handrails on steps and stairs.
- Take small steps when icy surfaces can't be avoided.
- Remove snow and water from your boots when entering a building.
- Once inside, remember that floors and stairs are likely to be slippery.



## Energy Efficiency



### Manage energy costs with a home assessment.

If you live in a 1-to-4 unit property you may qualify for a no-cost home energy evaluation. An energy specialist will review your home, from attic-to-basement, and provide a custom home energy report outlining recommended energy efficient improvements. Call us at **1-866-527-7283** to schedule your assessment today or visit [ngrid.com/ma-home](http://ngrid.com/ma-home) to learn more.

  
National Grid is a proud sponsor of Mass Save.





## A clean filter promotes dryer efficiency.

Promote energy efficiency and keep your dryer running safely and properly by cleaning the filter. Also, be sure to replace plastic or vinyl exhaust hoses with rigid or flexible metal venting.

## Stop heat loss around windows and doors.

Windows and doors can be responsible for up to 25 percent of winter heat loss. Installing affordable weather-stripping on windows and doors can help keep cold air out. You can also:

- Use rolled up towels at the bottom of exterior doors (including garage access doors) to reduce leakage.
- Install plastic or metal strips called sweeps at the bottom of exterior doors.
- Install compressible foam (labeled for doors) around exterior doors to create a tight seal.

Visit [ngrid.com/save](https://www.ngrid.com/save) to learn about energy-saving tips, and rebates for Wi-Fi thermostats and heating equipment.



## Managing your bill



## Keep energy costs steady with Balanced Billing.

When it comes to dealing with winter energy bills, Balanced Billing can help. The plan spreads out energy costs over the course of the year. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.

To qualify, your account must be current with no outstanding balance.

Visit [nationalgridus.com](https://www.nationalgridus.com) to find energy-savings tips, rebates, incentives and services that can help you keep costs down.



## Stay current with Third Party Notification.

Customers can designate a relative, trusted friend or an agency to receive copies of notices should an account become overdue. Visit [nationalgridus.com](https://www.nationalgridus.com) for more information.

## Assistance is available.

Residential customers may qualify for help from the Good Neighbor Energy Fund, which is administered through the Salvation Army. For more information, visit [magoodneighbor.org](https://www.magoodneighbor.org) or call:

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

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

## In our community



## Proud to support the United Way.

National Grid employees were proud to participate with the United Way of Massachusetts Bay and Merrimack Valley in its annual Thanksgiving Food Drive — which provides Thanksgiving meals to 6,500 families in the Boston area. We collected food items and then helped package them at an event held at the Boston Convention and Exhibition Center.

Visit [nationalgridus.com](https://www.nationalgridus.com) to learn more about community outreach.



**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**