

# WeConnect

Energy news for our gas customers in Massachusetts



Stay safe. Please adhere to traffic restrictions in work zones.

Gas Emergency

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

Customer Service

**1-800-233-5325**

[www.nationalgridus.com](http://www.nationalgridus.com)

## Managing your bill



### Make sure you are being billed at the correct rate.

Check your rate code, which appears below your account number. Specific rates apply for particular use 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." Visit [ngrid.com/ma-gasrates](http://ngrid.com/ma-gasrates) for more.

### Use an authorized agency to make a payment.

If making a payment in person, use an authorized agency to ensure your National Grid payment is made on a timely basis and your account is being credited appropriately. A list of agencies is available online. Be sure to call ahead and ask:

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

Of course you can always make payments online or download the National Grid app available at **iTunes** and **Google Play**.



### Record cold impacts your energy bill.

A prolonged period of extreme cold this winter is impacting bills with increased usage and higher natural gas supply prices.

Visit [ngrid.com/winterbills](http://ngrid.com/winterbills) to learn about programs and services that can help.

## Safety



### Act fast in a gas emergency.

Gas leaks are often recognized by:



**SMELL:** Since natural gas is odorless, a pungent odorant similar to rotten eggs is added so you can detect it fast.



**SIGHT:** Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. Vegetation in the area may also appear to be dying.



**SOUND:** You may hear an unusual noise like roaring, hissing or whistling.

If you smell gas, leave the area and call **1-800-233-5325** or **911**. Never assume someone else will call.

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

National Grid employees and contractors are required to carry a photo ID featuring a company logo. 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**.





## Stay safe during spring projects.

Before you spring ahead with any home improvement or landscaping plans involving digging, be sure to call **811** in advance so underground utility lines can be marked. It's a free service and it's the law.



Planting a tree can provide shade in the summer, and help maintain the sun's warmth in winter. Deciduous trees that shed leaves, such as maples, oaks, birch, locusts, and lindens, should be planted on the south and east sides of your home. For the correct tree for your area visit [nationalgridus.com](http://nationalgridus.com) or call your local nursery.

## Don't wait to report energy theft.

Energy theft, tampering or bypassing meters or piping, puts lives in danger and threatens public safety. If you have information about energy theft, call us at **1-800-322-2234**. Calls are confidential.

## Protect yourself from carbon monoxide.

You can protect yourself from carbon monoxide (CO) by installing CO alarms on each level of your home. We recommend alarms marked with UL certification (UL 2034). Test the detector periodically to make sure it is working and replace batteries often.



## Restrain pets for safety.



Please restrain pets prior to our arrival. Failure to do so could result in a delay of service.

## Energy efficiency



## Tips to increase your home's comfort and save energy.

Qualified homeowners can learn how to save energy and money by scheduling a no-cost home energy assessment. You may qualify for 75 percent off insulation improvements which can lower your heating and cooling costs up to 18 percent. Schedule your no-cost assessment today by calling **1-866-527-SAVE (7283)**. Find out more at [ngrid.com/ma-home](http://ngrid.com/ma-home). *This offer is for 1-4 unit homes. Additional restrictions apply.*

You can also save energy and prevent scalding by lowering the water heater temperature to 120 degrees. The average water heater only lasts 10 to 15 years. Consider upgrading to an ENERGY STAR®-certified appliance. Look to [ngrid.com/ma-ee](http://ngrid.com/ma-ee) for available rebates and tips.



## In our community



## Keeping veterans warm this winter.

National Grid donated 1,000 Heart Smart assistance kits to Veterans Inc. of Worcester. The kits, for distribution to needy veterans, contain wool blankets, 27-feet of weather-stripping tape, as well as tips for staying warm and conserving energy. Visit [veteransinc.org](http://veteransinc.org) to learn more about Veterans Inc.



**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**