

WeConnect

Energy news for our gas customers in Massachusetts



We respond to emergencies every day, 24 hours a day.

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

Customer Service
1-800-233-5325
www.nationalgridus.com

Safety



Schedule an inspection for customer-owned natural gas pipes.

If you own a gas line – such as those that connect to outside lighting, pool or hot tub heaters, barbecues or appliances – contact a qualified contractor in your area to complete a safety inspection. Lines that are customer-owned begin at an outlet of a gas meter and extend either above or below the ground. Such lines are the responsibility of the customer.

*However, call us at **1-800-233-5325** if:*

You added a pool heater or large appliance after a gas meter installation.

We want 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 is a safety hazard.

You come into contact with gas meters, piping, or valves.

Keep power tools and lawn mowers away from gas systems.

If you come into contact with any piece of gas equipment, call us immediately.

If you smell gas, act fast.

Leave the area and call us at **1-800-233-5325** or call **911**.

We respond to emergencies 24 hours a day, 365 days a year.



Seek repairs if you experience flooding.

If you experience flooding during or after a storm, seek professional repairs if any appliances were submerged or your gas connections are defective. To help make the right choice:

- Get three repair quotes in writing.
- Ask for references.
- Consider workmanship as well as cost.
- Check the Better Business Bureau for any complaints about the contractor.

Don't let the heat get to you this season.

Heat stress causes the body's temperature to rise and strains the heart and blood vessels. The risk increases when temperatures stay at or above 90° F for several days combined with high humidity. To avoid heat stress:

- Drink water and clear liquids.
- Eat a well-balanced diet.
- Take a cool shower or bath.
- Wear light, loose-fitting clothing and a sun hat.
- Visit air conditioned buildings.

Good to know: Cucumbers, celery, iceberg lettuce, zucchini, watermelon, strawberries, and cauliflower are great foods to combat thirst.





Keep your pets contained for safety.

To keep our workforce safe, and your furry friends happy, properly restrain pets prior to our arrival. Failure to do so could delay our ability to complete your service request in a timely manner.

Managing your bill



Our billing plan makes budgeting easier.

Our Balanced Billing plan spreads costs evenly and is adjusted every four months to remove peaks and valleys from your bill. You still pay the same amount as if you weren't on the plan. To qualify your account must be current and you cannot have any outstanding charges.



TTY service is 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.

Before you move, call us.

Contact Customer Service at **1-800-233-5325** one week prior to moving. Doing so ensures you will get an accurate final bill and you won't be billed for gas beyond the date of your responsibility.

Energy efficiency

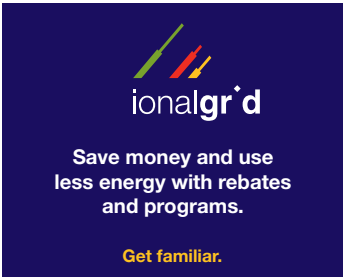


Home assessment uncovers ways to save.

Banish drafty rooms and discover ways to save with a no-cost Home Energy Assessment. Your National Grid Energy Specialist will review your home from attic-to-basement, and provide a custom report outlining recommended energy efficiency improvements. Call **1-866-527-SAVE (7283)** to schedule an assessment of your 1-4 unit home.

Based on your assessment, you may be eligible for:

- An instant incentive for 75 percent off insulation (or, based on your household income, you could receive an enhanced offer for no cost insulation).
- No-cost air sealing of leaks in drafty areas of your home.
- Rebates of up to \$3,250 for upgrading to qualifying energy-efficient heating, cooling, and water heating equipment.
- The opportunity to apply for zero percent financing for eligible upgrades through the HEAT Loan.



In our community



Employees honor 173rd Airborne.

Nearly 20 National Grid employees carrying 15-32 lbs. of extra weight in their backpacks, participated in Boston's Tough Ruck which follows the Boston Marathon route. The event honors and memorializes fallen service members, and raises funds to support families in need.



Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at nationalgridus.com



Smell gas. Act fast.

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

Vea el enlace «seleccionar idioma» en nationalgridus.com
Voir le lien «sélectionner la langue» sur nationalgridus.com
Vedere il collegamento "seleziona lingua" su nationalgridus.com

Ver a ligação "selecionar língua" em nationalgridus.com
См. ссылку "Выбрать язык" на сайте nationalgridus.com
Xem liên kết "lựa chọn ngôn ngữ" tại nationalgridus.com