

WeConnect

Energy news for our gas customers in Massachusetts



Stay comfortable in the cooler days ahead. Visit ngrid.com/save to learn more.

Gas Emergency

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

Customer Service

1-800-233-5325

www.nationalgridus.com

Managing your bill



Various programs help you manage costs.

As we head into another winter season, here are some programs and solutions to help you manage costs:

Balanced Billing 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. Visit ngrid.com/balancemybill to learn more.

Low-income Energy Assistance Program covers low-income families, please contact your local Community Action Program (CAP) to see if you qualify. Funds are administered by Department of Housing and Community Development (DHCD). Contact: **1-800-632-8175** or mass.gov/orgs/housing-and-community-development

Residential Assistance for Families in Transition (RAFT) provides short-term assistance to low-income families in danger of becoming homeless and behind on rent, mortgage payment, utility bills. Contact: mass.gov/housing-energy-programs

Reduced Rate on Gas Service provides discounted rate on gas service to qualified customers who receive HEAP, Medicaid, Food Stamps, Supplemental Security Income, or similar assistance.

Arrears Management Program provides financial assistance to qualified low-income customers who have unpaid energy bills. See nationalgridus.com for more.

Protection for Eligible Customers If you cannot pay your bills due to financial hardship, your utility service will not be shut off for non-payment if:

- You are 65 years +
- You have an infant under age 1
- You have a medical emergency

Contact: nationalgridus.com



Save time and go automatic with DirectPay.

DirectPay allows you to pay your bill automatically from a bank account. For other payment options, visit nationalgridus.com and click on the green "pay bill" button.

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. Residential rates start with "R." Non-residential rates start with "G." Visit ngrid.com/ma-gasrates for more.

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.

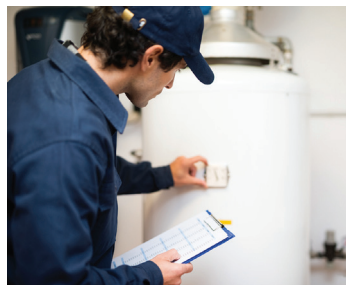




Avoid carbon monoxide poisoning with these steps.

Carbon monoxide (CO) is a highly poisonous gas that is colorless, odorless and tasteless. To protect yourself:

- Schedule a heating system check with a licensed professional.
- 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 CO detectors on every level of your home.
- Go outside immediately and call **1-800-233-5325** or **911** if your CO alarm sounds. Do not return until the cause of the CO is found.
- Never use generators in enclosed or partially enclosed areas.



Smell gas. Act fast.

Gas leaks are recognized by:



Smell – A pungent odorant, similar to rotten eggs, is added to natural gas so you can detect it fast.



Sight – Outdoors you may see a white cloud, mist, fog, and bubbles in standing water. Plants in the area of a leak may appear to be dying.



Sound – Unusual noises – roaring, hissing, whistling – may be heard.

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

Cameras help contractors determine cause of sewer blockage.

Have a sewer blockage? If so, your contractor should inspect the line with a camera. If a contractor confirms a gas line blockage of your pipes, known as a cross bore, contact National Grid at **1-877-370-5047**. While unusual, if our gas line has caused a sewer blockage, we will safely remove the line and repair the sewer pipe at no charge.

Energy efficiency



Create a cozy home with a no-cost home energy assessment.



Call **1-866-527-SAVE (7283)** to schedule a no-cost home energy assessment of your 1-4 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 (up to \$2,000).
- Rebates of up to \$3,500 on qualifying energy-efficient equipment.
- The opportunity to apply for zero percent HEAT Loan financing for eligible upgrades.

Visit **ngrid.com/ma-home** to learn more.

In our community



Employees make a difference at Pan-Mass Challenge.



Our employees were on hand during the 192-mile Pan-Mass Challenge in August offering participants water and a chance to recharge their electronics. The Challenge raises money for life-saving cancer research and treatment at Dana-Farber Cancer Institute. Since 1980, the Challenge has contributed \$598 million toward cancer research. Visit **pmc.org** to learn more.

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

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



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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