

Energy news for our gas customers in Massachusetts

Winter 2019

Connect with us on



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

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

i lgr'd

WeConnect

Your bill ►

Payment options

- Go paperless.
ngrid.com/enroll
- Go direct with DirectPay.
- Go online.
nationalgridus.com
National Grid app
(iTunes, Google Play)
- Go in person.
See payment locations online.

ngrid.com/magasbillpay

Arrears management

Financial assistance and past-due bill forgiveness may be provided to qualified income-eligible customers with unpaid energy bills.

Good Neighbor Energy Fund

The Good Neighbor Energy Fund may be able to help customers with energy bills who do not qualify for other assistance programs.

magoodneighbor.org

1-800-334-3047

(area codes 508, 617, 781 and 978)

1-800-262-1320

(area code 413)

Your safety ►

Never hang items from gas pipes. Doing so can weaken pipes, causing a hazard.

Balanced Billing

Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments.

Energy savings programs

Enjoy rebates on efficient heating equipment, thermostats, and more.



Discount rates

You, or someone you know, may be eligible to receive a discount on your energy bill if certain income eligibility conditions are met.

Payment assistance and more time to pay

Keep your services up and running during difficult times.

Visit ngrid.com/winterbills to learn more.

Keep accounts in check

Designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

1-800-233-5325

From our Customer Contact Center

We're making changes to the automated telephone answering system to improve your call experience. Upgrades include:

- A new voice to greet you and new order of service options.
- Faster account recognition (when you call from a phone number on file).
- Easier self-service options.



Winter safety check list



Install carbon monoxide (CO) alarms on each level of your home. CO poisoning is more prevalent in winter.



Know the signs of CO poisoning: flu-like symptoms, headache, dizziness, weakness, sleepiness, nausea, chest tightness.



Customer-owned gas lines need to be inspected by a professional plumbing/heating contractor or leak survey/corrosion expert.

Alarms add safety and protection year round

Detectors keep you safe. It's important to note the differences:

- A smoke alarm senses smoke indicating a fire.
- A carbon monoxide detector sounds when CO is present.
- A residential methane detector (RMD) signals when methane is in the air, a sign of a gas leak.

Follow manufacturer's instructions for installation and proper placement.



Learn more about clean energy

Visit ngrid.com/80x50 to view National Grid's proposed pathway to meet standards by 2050.



Supporting our community

National Grid and the Red Sox Foundation teamed up to assist Cradles to Crayons this past holiday. Volunteers sorted through toy and clothing donations headed for children in need. Cradles to Crayons provides children living in homeless or low-income situations essential items they need to thrive at home, school and play. Materials are supplied free of charge, and, more importantly, creates community connections.

Visit cradlestocrayons.org



Save on heating

High-efficiency boilers and furnaces can save up to 30% on heating costs, and the newest gas water heaters can save up to 50% more energy than traditional, non-energy efficient models.



Upgrade heating when:

- System is 15 years old+
- Frequent repairs are needed
- Rooms are too hot/cold
- Excessive humidity/dust
- System is noisy
- System uses continuous pilot light
- The Annual Fuel Utilization Efficiency rating is lower than:
 - 82% (steam boiler)
 - 85% (water boiler)
 - 90% (furnace)

Visit ngrid.com/save to learn more.

Clear snow and ice

Keep meters and vents clear of snow and ice. Be sure to carefully remove snowbanks and ice regularly. If snow becomes deep and ice is overhanging, use a brush or broom to clear the area.

Also remember to mark your meter so it doesn't get hit during snow removal.



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

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

**Smell gas.
Act fast.**

Gas Emergency?

1-800-233-5325

or call **911**