

Energy news for
our gas customers
in Massachusetts

Spring
2019

Connect with us on



i lgr'd

WeConnect

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

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

Your safety tips ▶

Energy theft

Tampering or bypassing of meters or piping puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.



Reminder:

Our employees and contractors carry photo identification cards. Without the proper ID, don't let them in.

Guard against ▶ carbon monoxide

Install carbon monoxide (CO) detectors on each level of your home. Test the detector regularly and replace batteries at least once a year.

Your bill ▶

Check your rate

Residential rates are based on whether the customer uses natural gas for heating purposes. Discounted rates are available to residential low-income customers. Residential rates start with "R." Non-residential/commercial rates start with "G."

ngrid.com/ma-gasrates

A guide to springing forward



Digging up the landscape? Call **811** several days in advance before any such job. It's free and it's the law.



Plant trees to reduce your energy bill. Create shade in summer by planting trees that shed leaves on the south and east sides of your home.



As construction projects increase this spring be cautious. Follow traffic restrictions in work zones.



CO poisoning symptoms



Feels like the flu; headache, dizziness, weakness, sleepiness, nausea, chest tightness.

If you suspect CO exposure
▶ go outside immediately
▶ call **911** or **1-800-233-5325**

Payment options

In person – use an authorized agency.

Online – on the web, on the National Grid app, or with doxo (doxo.com/nationalgrid).

Automatically – Use DirectPay which pays bills automatically from your checking or savings account.

ngrid.com/magasbillpay

Go paperless

Paperless billing customers – we've made improvements to make bill pay easier. Not on paperless billing? There's never been a better time to enroll.

ngrid.com/enroll





Moving? Call us first.

Contact Customer Service at **1-800-233-5325** at least five days before moving so that we can schedule a technician to visit your home. You must be prepared to provide access to your meter. Doing so ensures you will get an accurate final bill and you won't be billed for service beyond the date of your responsibility.

Schedule a no-cost Home Assessment

Your energy-savings plan begins with a no-cost home assessment. An attic-to-basement review by an Energy Specialist provides you a custom report and the following:

No-cost items installed during assessment



ENERGY STAR® LED bulbs



Faucet aerators, low-flow showerheads



Advanced power strips



Programmable thermostats or discounted Wi-Fi thermostats (installed at later date)

After assessment you may qualify for



75% off approved insulation



No-cost air sealing of leaks



Rebates up to \$2,750 for qualifying upgrades

Over 99%* of National Grid customers who had a Home Energy Assessment and insulation upgrades would recommend this program to a friend or family member!

*Based on third party in-person interviews of over 1,400 customers that participated in the MassSave program, sponsored by National Grid, between 1/1/2018 - 10/31/2018.



Call **1-866-527-7283** or visit ngrid.com/save to learn more.

Adjust water heater temperature and save

Water heaters account for approximately 18% of your home's energy use. By lowering the water temperature to 120° you can save energy and money, and prevent scalding too.



Empowering first responders

National Grid sponsored the third annual B-Fit First Responder Challenge hosted by the Boston Bruins and the Bruins Foundation. Teams of first responders participated in challenges throughout TD Garden – from stair climbs to balcony runs – to raise funds for The Hundred Club Inc. The charity supports families of police officers and firefighters who have lost their lives in the line of duty. ngrid.com/2DDNdg0



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**