

Energy news for  
our gas customers  
in Massachusetts

Summer  
2019

Connect with us on



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WeConnect

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

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

## Follow these tips for a safe summer

### Inspect customer-owned gas lines

Contact a qualified contractor in your area to complete a safety inspection of customer-owned gas lines. Lines begin at the outlet of a gas meter, extend either above or below the ground, and are connected to outside lighting, pool and hot tub heaters, barbecues or appliances.

Call us at:

- ▶ **1-800-233-5325** if you added a pool heater or large appliance like a stove after a gas meter installation. Not having the right size meter could result in poor pressure and is a safety hazard.
- ▶ **1-800-233-5325** or call **911** if you come into contact with gas meters, piping, or valves. Always keep power tools and lawn mowers away from gas systems.

### Seek repairs after flooding

Floodwaters can cause permanent damage. Seek professional repairs to make sure appliances are safe to operate.



### Combat heat stroke

The risk for heat stroke increases when temperatures stay at or above 90° for several days combined with high humidity.



Drink water/  
clear fluids



Avoid  
alcohol



Eat a  
well-balanced  
diet



Wear light, loose-  
fitting clothing and  
a sun hat



Take a cool  
shower/bath



Seek shade



Visit  
air-conditioned  
buildings

104 F+



Avoid the hottest  
part of the day,  
11 am - 3 pm



Call **811** at least 72 hours  
prior to the start of any project  
involving digging.



**Reminder:** Keep pets and our  
workers safe by restraining pets  
prior to our arrival. Failure to  
do so could result in a delay  
of service.



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

## Tips to save energy

- ✓ Cut energy use by 80% when you use your microwave instead of your oven.
- ✓ Unplug chargers or use a smart power strip to prevent energy loss.
- ✓ Clear areas in front of vents. Blocked vents require up to 25% more energy to distribute air.
- ✓ Wash clothes in cold water.
- ✓ Clean dryer filter, exhaust hose/duct, and outside vent.
- ✓ Straighten the dryer hose to increase efficiency.
- ✓ Clean air conditioning filters and replace as needed.
- ✓ Always look for ENERGY STAR® certified appliances to save you more.

[ngrid.com/magassavingtips](http://ngrid.com/magassavingtips)

## Cut down on water use and save

When gas is used to heat water, cutting down on hot water use can help you save. By installing a low-flow showerhead you can save an estimated 8,212 gallons of water and up to \$246 a year.

[ngrid.com/magassavingtips](http://ngrid.com/magassavingtips)

Savings vary from home to home.



## Schedule a no-cost home energy assessment

You may be eligible for a no-cost home energy assessment. An energy specialist will come to your home, install energy saving products, and provide a personalized report on your energy use. You could receive valuable rebates toward recommended improvements – including 75% or more off insulation and no-cost air sealing. No-cost items installed during assessment may include:



ENERGY STAR® LED bulbs



Faucet aerators, low-flow showerheads



Advanced power strips

[ngrid.com/save](http://ngrid.com/save)

1-866-527-7283



## TTY service available

Deaf, hard-of-hearing, and speech-impaired customers looking for assistance can call **711** on a compatible TTY device. Provide our customer service number **1-800-233-5325** to connect with us.



## Balanced Billing

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

[ngrid.com/balancemybill](http://ngrid.com/balancemybill)



## Go paperless

When you go paperless, your energy bill arrives via email, providing a secure way to pay.

[ngrid.com/enroll](http://ngrid.com/enroll)

## Making an impact in honor of Earth Day

As part of our community commitment, employees raked, cleaned, removed debris and mulched approximately 4 acres of land at Hillside Acre's Animal Cemetery in Methuen. Visit [mspca.org](http://mspca.org) to learn more about Hillside Acre Animal Cemetery at Nevins Farm.



**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](http://nationalgridus.com)**

Vea el enlace «seleccionar idioma» en [nationalgridus.com](http://nationalgridus.com)  
Voir le lien «sélectionner la langue» sur [nationalgridus.com](http://nationalgridus.com)  
Vedere il collegamento "seleziona lingua" su [nationalgridus.com](http://nationalgridus.com)  
Ver a ligação "selecionar língua" em [nationalgridus.com](http://nationalgridus.com)  
См. ссылку "Выбрать язык" на сайте [nationalgridus.com](http://nationalgridus.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [nationalgridus.com](http://nationalgridus.com)

## Smell gas. Act fast.

Gas Emergency?

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