



nationalgrid

# weconnect

Energy news for our gas customers in Massachusetts

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

Customer Service  
**1-800-233-5325**

winter 2020

ngrid.com |    



## Investing in the next generation.

Helping create learning opportunities for the engineers and scientists of tomorrow is one reason that National Grid has supported City Year for over a decade. Our investment has made it possible for students – and schools – to succeed. Visit **cityyear.org** to learn about the organization’s positive community impact.



## Where to find help with winter bills.


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)




## Keep meters clear of ice and snow.

The buildup of ice and snow around or over natural gas meters, regulators and pipes can pose a serious safety risk. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.



Remember to clean clogged vents properly to keep your dryer working efficiently.



Save energy, and protect yourself from scalding, by lowering the water heater temperature to 120 degrees.



Designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.  
**1-800-233-5325**

## Help for managing winter energy bills

When the temperature drops, we offer programs to help you stay comfortable and tips for managing energy usage.

### Energy-saving tips

Did you know... When buying new appliances, always choose ENERGY STAR® and save \$11-24 a month for the life of the appliance.

### 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)

### Energy savings programs

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

### Payment assistance and more time to pay

Find help with bills during times of financial hardship.

### Discount Rates

You, or someone you know, may be eligible to receive a discount on your energy bill if certain eligibility conditions are met. [ngrid.com/madiscount](http://ngrid.com/madiscount)

### Arrears management

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

Visit [ngrid.com/winter](http://ngrid.com/winter) to learn more.



## Shop for energy-saving products online.

Saving energy is easy when you shop online at the National Grid Marketplace. There you'll find instant rebates on smart thermostats, water saving devices and more. Visit [marketplace.nationalgridus.com](http://marketplace.nationalgridus.com)



## Pick the payment option that's right for you.

We offer a variety of ways to pay your bill. Visit [ngrid.com](http://ngrid.com) and select *Ways to Pay* for details on paperless billing, online billing, recurring payments, pay in person locations and more.



## Carbon monoxide and methane detectors.

Two types of detectors can help you stay safe year-round. Carbon monoxide detectors sound the alarm when colorless, odorless CO is present. A residential methane detector signals when methane is in the air, a sign of a natural gas leak.

**Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at [ngrid.com](http://ngrid.com)**

Vea el enlace «seleccionar idioma» en [ngrid.com](http://ngrid.com)  
Voir le lien «sélectionner la langue» sur [ngrid.com](http://ngrid.com)  
Vedere il collegamento «seleziona lingua» su [ngrid.com](http://ngrid.com)

**Smell gas. Act fast. Gas Emergency?**  
**1-800-233-5325** or call **911**

Ver a ligação "selecionar língua" em [ngrid.com](http://ngrid.com)  
См. илку "Выбрать язык" на сайте [ngrid.com](http://ngrid.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [ngrid.com](http://ngrid.com)