

nationalgrid

weconnect

Energy news for our gas customers in Massachusetts

Gas Emergency

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

Customer Service

**1-800-233-5325**

[ngrid.com](https://ngrid.com)



fall 2020

## We're here to help now, and in the days ahead.

As the warmth of summer gives way to shorter days and cooler nights of autumn, the uncertainty from COVID-19 remains with us all.

If you have been financially impacted by the pandemic and are concerned about paying your National Grid bill, rest assured that solutions are available to help you.

### All customers qualify for payment assistance

Our COVID-19 Payment Agreement allows you to spread your past due amount over 12 manageable monthly installments — with 0% down payment and no financial reporting.



To learn more, visit [ngrid.com/billhelp](https://ngrid.com/billhelp) or call us at **1-800-233-5325**.

See page 2 for more payment assistance options.

## Manage monthly gas bills with Balanced Billing.



Our Balanced Billing program uses the amount you usually pay on your National Grid bill in a year and breaks that into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Visit **ngrid.com** to see if Balanced Billing is right for you.

## Tips for paying your bill in person.

When paying your bill in person use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly. Remember to bring your bill and keep your receipt. For locations near you visit **ngrid.com/mabillpay**

## Bill pay options

Use your checking or savings account to make a payment. For this and other convenient bill pay options, visit **ngrid.com/mabillpay**

Check to make sure you are on the right rate. [ngrid.com/ma-gasrates](https://ngrid.com/ma-gasrates)

## Where to find bill assistance.

### Home Energy Assistance Program

You may qualify for the Home Energy Assistance Program (HEAP) to help you pay your primary heating source bill. Check with your local fuel assistance agency about a HEAP grant for winter.

To learn more about HEAP please call the Massachusetts HEAP hotline at **1-800-632-8175** or visit **masscap.org/heatinghelpma**

### Discount rate

You may be eligible for a discount rate on your monthly energy bills if you receive a qualifying benefit based on your household income and household size. Visit **ngrid.com/discount**



## What to know about meters in multi-family buildings.

High bills may occur when a landlord installs too few meters in a multi-family building or attaches common-area appliances to an individual tenant's meter. If you believe you are being charged for gas use outside of your dwelling unit, contact your local Board of Health for an inspection. Landlords are responsible for paying for gas appliances that are not exclusively used by single dwelling units.



## Take steps to avoid carbon monoxide poisoning.

- Schedule a heating system checkup.
- Be sure to check CO detectors to make sure they are working properly.
- If your detector sounds the alarm have everyone go outside immediately and call **1-800-233-5325** or **911**.



## Prepare for colder days ahead.

- Remove or cover window air conditioning units to reduce drafts
- Have your fireplace checked and cleaned
- Seal holes or cracks and caulk around windows and doors
- Change heating system filters monthly to improve air quality and reduce energy use.

Visit **ngrid.com/save**

### Save energy at home.

We've got you covered with energy-saving ideas this fall. Visit **ngrid.com/ee-tips**



### Planning fall planting?

Be sure to call **811** or visit **digsafe.com** before start doing any digging project.

**811**

**Never hang items from gas pipes. Doing so could weaken joints, causing a 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**

Vea el enlace «seleccionar idioma» en ngrid.com

Voir le lien «sélectionner la langue» sur ngrid.com

Vedere il collegamento "seleziona lingua" su ngrid.com

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

Ver a ligação "seleccionar língua" em ngrid.com

См. ссылку "Выбрать язык" на сайте ngrid.com

Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com