



winter 2021

national**grid**

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



Are you ready for winter?

Our useful tips and programs can help you reduce your natural gas use and save.

With the cold months upon us, we want you to have the information you need to enjoy safe, uninterrupted access to natural gas.

While we're pleased to have secured new short-term natural gas supplies for this winter, during extremely cold days the demand for natural gas is at its highest and may come close to the amount our system can provide. That's why conserving natural gas is so important. You can help lower the demand on our system and save at the same time!

Conserving natural gas is a great way to save energy and money and supports our primary responsibility and commitment to provide you with safe, reliable gas service this winter.



We have useful tips and programs to help you reduce your energy use and save.
ngrid.com/save

Explore our programs, rebates, incentives and conservation tips that can help you stay comfortable and manage your energy use. We also offer billing and payment options to help you manage monthly energy costs.

Remember – we're here to help.

Winter is here, and so are we when you need us.

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

All customers qualify for payment assistance.

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

To learn more, visit **ngrid.com/billhelp** or call us at **1-800-233-5325**.

Stay alert to scams.

Scams can happen at any time. To protect yourself, always verify the identity of any person who contacts you claiming to represent National Grid.

Learn more at **ngrid.com/scam**

To learn more, visit **ngrid.com/winter**

Where to find assistance.

Home Energy Assistance Program (HEAP)

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**

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)

Hypothermia

Hypothermia happens when the body's temperature drops below 95°. Keep an eye on infants, those with compromised immune systems, and the elderly.

No-cost virtual home energy assessments.

Meet with an energy specialist via phone or video chat for personalized recommendations, along with energy-efficient products shipped at no cost, 75% or more off approved insulation, and no-cost air sealing. Call **1-866-527-7283** to schedule.



Payment Options

We offer a variety of ways to pay your bill. Visit **ngrid.com** and select **Ways to Pay** for details.

Keep meters clear of ice and snow

Prevent a serious safety risk. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.



Easily check to make sure you are on the right rate. **ngrid.com/servicerates**

Safety tips

- Check your CO detectors to make sure they are working properly.
- Never hang items from gas pipes. Doing so can weaken pipes and cause a hazard.



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

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

Verdere il collegamento "seleziona lingua" su ngrid.com

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

Ver a ligação "selecionar língua" em ngrid.com
См. илку "Выбрать язык" на сайте ngrid.com
Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com