

spring 2021

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)



## We're focused on our commitments to you.

It's been a year now of shared uncertainty, challenge and loss. Today, we're more united than ever in our hopes for strength, recovery and better days for all. Through everything, we've remained focused on delivering safe, reliable energy to you.

### Payment assistance starts here if you need it

We understand that your circumstances may be different this year — and may still be changing. If you need help staying on track with your energy bills, please let us know. Personalized COVID-19 payment plans and other assistance are available for everyone — even if you've never qualified for help before.

Our personalized COVID-19 Payment Agreement allows you to spread a past due amount over 12 manageable installments — as low as \$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**.



## Supporting our customers and communities.

A year into the pandemic crisis, we thank healthcare workers, first responders, front-line workers, our employee volunteers, and everyone helping to keep our communities safe and strong.

## Safety and service reminders.

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

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.

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

## Did you know?

Trees can help to reduce your energy bill. For shade in the summer, plant trees that shed leaves on the south and east sides of your home.



### Spring forward — with safety.

- ▶ Planning on planting, adding a deck or fencing? Call **811** several days before beginning any digging work. It's free and it's the law.
- ▶ As construction projects increase this spring, stay alert on the road. Follow traffic restrictions in work zones.



### Manage monthly energy bills.

Balanced Billing breaks the annual amount you spend on your bill 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.



### Discount rate on natural gas.

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**



### 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.



Shop online for energy-saving products and instant rebates on smart thermostats, water-saving devices, and more.

Visit **masssave.com/store**



ENERGY STAR® certified products and appliances help you save energy without sacrificing performance. Learn more at **ngrid.com/ee-tips**

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

**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. илку “Выбрать язык” на сайте ngrid.com

Xem liên kết “lựa chọn ngôn ngữ” tại ngrid.com