

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 |    

winter 2022

Outlook on higher winter bills.

Natural gas prices have risen worldwide in recent months due to increased global demand and lagging production.

We're here to help.

We recognize these are difficult times for many, especially for our customers who continue to face financial challenges brought on by the pandemic.

Whenever you're concerned about paying your energy bill, let us know. If you have fallen behind and cannot pay your bill in full, you may qualify for a deferred payment agreement that lets you pay the past-due balance over time.

Our tips and programs can help you reduce energy use and save.



Tips and assistance for managing winter energy usage

We are committed to helping you manage higher energy bills, and we have programs and services to help. Explore our programs, rebates, incentives, and conservation tips at the links below.

For additional resources:

Residential customers —
Visit ngrid.com/winter

Commercial customers —
Visit ngrid.com/heatinghelp

Carbon monoxide safety reminder.

Carbon monoxide poisoning can occur any time of year but is more common during cold weather. Causes could include a malfunctioning heating unit or fuel-burning appliance or woodstove, or a blocked chimney.

If you suspect carbon monoxide poisoning, go outside immediately and call **911** or our gas emergency number: **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.

Remember, we will never demand immediate payment by wire transfer or prepaid card, and we don't accept payment through these cards.

Learn more at ngrid.com/scam



Where to find assistance.

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

To learn more, 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. Visit magoodneighbor.org or call **1-800-334-3047** (area codes 508, 617, 781 and 978) | **1-800-262-1320** (area code 413)

Grid for Good marks first year.

We're celebrating our Grid for Good program's first year by thanking our energy and charity partners and employee volunteers across our service area who reached out to attract future industry employees. Looking ahead, Grid for Good will keep finding new ways to inspire the next generation.



Consider our Balanced Billing.
For predictable payments based on your usage, see if Balanced Billing is right for you. Visit ngrid.com

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

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



Gas safety tip
Never hang items from gas pipes. Doing so can weaken pipes and cause a hazard.

 Operate your backup generator safely. Learn more at ngrid.com/generators

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