

spring 2022

nationalgrid

weconnect

Energy news for our gas
customers in Massachusetts

Gas Emergency
911 or 1-800-233-5325

Customer Service
1-800-233-5325

ngrid.com



We're here to help.

We understand these are uncertain times. The price of energy, in addition to the rising costs of other goods and services, continues to make headlines and cause concern.

We can help with solutions to manage your bills and energy use.

Fuel help and year-round assistance.

Stay up-to-date on available fuel assistance and year-round programs that can help at <https://www.masscap.org/heatinghelpma>

Whenever you're concerned about paying your energy bill, let us know. If you cannot pay your bill in full, you may be eligible to pay the past-due balance over time. See below for more ways we can help:



Visit ngrid.com/heretohelp

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



Call 811 before you dig.

Spring means outdoor projects — such as planting shrubs or adding fencing, a pool or a deck. Whether doing it yourself or hiring a professional, always call 811 before digging to have underground lines marked. It's free, it's the law, and it could prevent loss of life, injury and property damage.

Call **811** or **1-888-DIG-SAFE (344-7233)** or visit digsafe.com

Stay connected with us.

Keeping your contact information updated with us helps us reach you in an emergency. To make sure we have your current email address on file, visit **ngrid.com** and click on **Sign In/Register**. Registering online is fast and easy – and lets you view your bill, set up automatic payments, receive a personalized energy savings plan and more.

Check your rate.

Residential rates are based on whether you use natural gas for heating purposes. Residential rates start with “R.” Non-residential/commercial rates start with “G.” See **ngrid.com/ma-gasrates**

Help for landlords.

Leave on for Landlord allows for continued service between tenants and automatic notification when renters move out. Visit **ngrid.com/ma-landlord** to enroll today.

Account management made easy.

Whether you’re a residential customer or a business owner with multiple accounts, our mobile- and desktop-friendly web portal makes it easy to:

- Unify your accounts into one dashboard
- Monitor your energy usage
- Pay your bill seamlessly

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



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

Choose your payment option.

To review options for paying your bill, visit **ngrid.com** and select **Ways to Pay**. You’ll find details on paperless billing, online billing, automated payments and more.



Time for Balanced Billing?

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



Shop online for energy-saving products and instant rebates on smart thermostats, water-saving devices and more. Visit **masssave.com/store**



Roadway safety.

Please stay alert to construction projects when driving. Follow work zone traffic restrictions.

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

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