

summer 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](https://ngrid.com)



## We're here to help this summer.

With the warm days of summer ahead, and global events leading to higher energy prices, we know this will have an impact on household budgets.

We offer ways to help you manage your energy use and monthly bills — including budget payment plans, energy efficiency tips and programs, and assistance with community support agencies.

Learn more at [ngrid.com/heretohelp](https://ngrid.com/heretohelp)

## 211: Support when you need it.

When you need help — paying bills, feeding your family, finding health care and much more — remember **211**. Across the U.S., 24 hours a day, seven days a week, **211**'s Community Resource Specialists are ready to connect you with free or low-cost support. Call **211** or text your zip code to **898-211**. See more at **211.org**

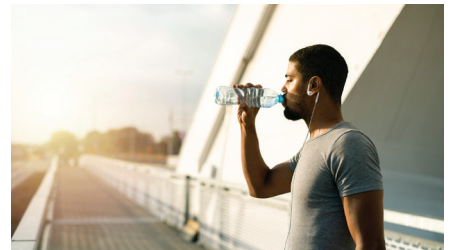


**Leading the  
way to a clean  
energy future**

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

## Avoid heat stress.

When humidity and high temperatures last for several days, watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Wear loose, lightweight clothing, stay hydrated, and seek medical care right away if you have symptoms.



## Moving? Let us know.

When you're planning a move, we ask for 5–7 days' notice so we can schedule a crew member to visit your home or business and physically turn your service on or off. You must be prepared to provide access to your meter. This ensures an accurate final bill and keeps you from being billed for service beyond the date of your responsibility. Visit [ngrid.com](https://ngrid.com), under **Your Account**.

## Inspect natural gas pipes regularly.

As a natural gas customer, you're responsible for maintaining all gas lines that begin at the outlet of the gas meter and extend above or below ground on your property. Used for outdoor appliances, pool heating, generators and more, buried gas lines can corrode or leak if not properly maintained. Periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. If unsafe conditions are found, have the pipeline repaired immediately. Learn more at [ngrid.com/gassafety](http://ngrid.com/gassafety)

## Stay safe. Call 811 before you dig.

It's the season for outdoor projects — such as planting trees and shrubs or adding fencing, a pool or deck. Whether you're doing it yourself or hiring a professional, always call **811** before digging. It's not only the law but it could prevent loss of life, injury and property damage.

**Dig Safe:** Call **811** or **1-888-DIG-SAFE (344-7233)** or visit [digsafe.com](http://digsafe.com)

## Look into Balanced Billing.

Balanced Billing uses the amount you usually pay on your National Grid bills in a year and breaks that total into 12 predictable monthly payments. You'll still only pay for the total amount of energy you use in a year. Find out if Balanced Billing is right for you at [ngrid.com](http://ngrid.com), under **Billing & Payments**.



**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](http://ngrid.com)**

Vea el enlace «seleccionar idioma» en [ngrid.com](http://ngrid.com)  
Voir le lien «sélectionner la langue» sur [ngrid.com](http://ngrid.com)  
Vedere il collegamento "seleziona lingua" su [ngrid.com](http://ngrid.com)



### Natural gas safety.

Keep gas grills, patio heaters and fireplaces safely distanced from your home or building. Find more tips at [ngrid.com/gassafety](http://ngrid.com/gassafety)



### Stay storm ready, year-round.

Because storms can happen at any time, be prepared with a storm kit. Learn more at [ngrid.com/stormsafety](http://ngrid.com/stormsafety)



### Go paperless.

Enroll in paperless billing and receive your bill anywhere you access your inbox. See [ngrid.com/paperless](http://ngrid.com/paperless)

### TTY service.

For assistance or to report an emergency, deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices.

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

Ver a ligação "seleccionar língua" em [ngrid.com](http://ngrid.com)  
См. ссылку "Выбрать язык" на сайте [ngrid.com](http://ngrid.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [ngrid.com](http://ngrid.com)

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