

nationalgrid



Energy news for our gas customers in Massachusetts

Gas Emergency

911 or 1-800-233-5325

Customer Service

1-800-233-5325

ngrid.com



Fall 2022

Start planning now for colder weather ahead.

With higher energy costs expected this winter, it's important to plan for the colder months to come.

When you need help to manage your bill, we offer options for extra support and can connect you to assistance from community support agencies.

Visit **ngrid.com/heretohelp**

Preparing for winter bills also means taking actions to save energy where you can, to better control your costs.

You can use these easy tips to start saving energy and money:

- ✓ Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.
- ✓ When replacing your water heater, choose a high-efficiency model.
- ✓ ENERGY STAR® certified smart thermostats can save you up to \$180 a year.
- ✓ To receive a customized report and learn where you could be saving energy, take a no-cost, 5-minute home energy survey at **ngrid.com/saveathome**
- ✓ Shop our online Marketplace to find recommended energy-efficiency products for your home — along with money-saving discounts and instant incentives. Visit **poweredbyefi.org/masssave**

See if Balanced Billing can help.

The Balanced Billing plan 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.



Prevent carbon monoxide poisoning.

- Schedule a heating system checkup.
- Install carbon monoxide detectors on every level of your home and ensure they're working properly.

If your detector goes off, get everyone outside immediately and call **911 or 1-800-233-5325**.

► It's easy to check your rates. **ngrid.com/servicerates**



Where to find assistance.

Home Energy Assistance Program

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, 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**



What to know about meters in multi-family buildings.

High bills may occur when a landlord installs too few meters in a multi-family building or attaches common-area appliances to an individual tenant's meter. If you believe you are being charged for electricity outside of your dwelling unit, contact your local Board of Health for an inspection. Landlords are responsible for paying for electric appliances that are not exclusively used by single dwelling units.

Tips for paying your bill in person.

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly. Remember to bring your bill and keep your receipt. For locations near you, visit **ngrid.com/mabillpay**



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? 911 or call 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

811

Prepare for fall planting.

Call **811** or visit

digsafe.com

at least 72 hours

before digging.

It's free and it's the law.



Let us inspire you with energy-saving ideas this fall. Visit

ngrid.com/ee-tips



DirectPay.

Pay your bill automatically from your bank account.

ngrid.com/autopay



Stay storm ready, year-round.

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ngrid.com/safety