

Summer 2023

# weconnect

Energy news for our gas customers  
in Massachusetts

## We're here to help you this summer



To make the best of the season, remember that we've got energy tips, ideas and solutions when you need them.

From safety recommendations on storm readiness, expert tips on using energy safely and efficiently, along with payment plans and offerings to make it easier to manage energy costs and access assistance from community support agencies, we're here for you.

- For help to save on energy costs and make your home more comfortable year-round, schedule a no-cost Home Energy Assessment.
- For predictable payments based on your usage, see if **Balanced Billing** is right for you.
- For easy ways to pay, use your bank account online at **ngrid.com** or call us. Automatic Payments available.

► [ngrid.com/heretohelp](https://ngrid.com/heretohelp)

Explore our new

**weconnect+**

digital newsletter — packed with customer news and information, energy efficiency tips, videos and more! Scan the QR code to check it out.



## Customer Service: **1-800-233-5325**



### TTY service

For assistance or to report an emergency — deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

## Gas Emergency:

**911 or 1-800-233-5325**

24 hours a day, 7 days a week



► Smell gas? Act fast.

### More Gas Safety Tips:

- If you smell gas outdoors and see a white, cloudy mist, bubbles in standing water, and/or hear a hissing, roaring or whistling sound, it could be a gas leak. Don't hesitate — leave the area and call **911** or our gas emergency number right away.
- Call **911** or our emergency number if you come into contact with gas meters, piping or valves. Always keep power tools and lawn mowers away from gas systems.

# Contact 811 before you dig

Whether doing it yourself or hiring a professional, always call 811 to ensure underground public utility lines can be marked before digging projects. It's the law, and it can prevent loss of life, injury and property damage. Customers are responsible for ensuring all private utility lines are marked before excavation. Call **811** or **1-888-DIG-SAFE (344-7233)**

► [digsafe.com](https://digsafe.com)

## Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated



# Our Communities. Our Commitment.

► [ngrid.com/gridforgood](https://ngrid.com/gridforgood)



## Energy-savings spotlight

### Conserve water to lower your energy bills

- Repair even small leaks to save gallons of water and money each month
- Install water-saving faucets and low-flow showerheads
- Set a maximum water temperature of 120° F
- Upgrade your water heater



### Save this summer

Find low- and no-cost energy-efficient products that can help you conserve energy and save year-round at the Mass Save Marketplace.

► [MassSave.com](https://MassSave.com)



## Go paperless

Enjoy more convenience. View your bill anywhere you can access your inbox.

► [ngrid.com/paperless](https://ngrid.com/paperless)



## 211: Support when you need it

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 to find essential community services. Call **211** or text your zip code to **898-211**.

### This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sirvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.  
Questa è un'informazione importante, si prega di tradurla.  
Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.  
Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.



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

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