

Fall 2023

weconnect

Energy news for our gas customers
in Massachusetts

Take time now to plan for colder weather



Handling the winter temperatures ahead requires planning and preparation, to keep your home comfortable and safe, while taking steps to save energy where you can to better control your costs.

When you need help to manage your bill, look into our options for extra support. We can also connect you to assistance from community support agencies.

► ngrid.com/heretohelp

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. Have unsafe pipeline repaired immediately.

► ngrid.com/gassafety

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**



Special protection available for eligible households

If you are unable to pay your bills due to financial hardship and have a household member with serious illness, there is an infant residing in the home, or all members of the household are elderly, you may qualify for special protections.

For more information on requesting a special protection please call us, or visit nationalgridus.com/MA-Home/Bill-Help/Special-Protections

Smell gas? Act fast.

Gas Emergency:

911 or 1-800-233-5325

24 hours a day, 7 days a week



Gas Safety Tips:

- Take steps to avoid carbon monoxide poisoning:
 - Have all heating equipment checked yearly by a professional
 - Install at least one UL-listed CO detector in your home near bedrooms
 - Never use a gas range for heating
 - Never use a generator indoors
- When renovating or performing fall yard cleanup, always keep your outside gas meter out of harm's way.

Assistance when you need it

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.

► ngrid.com/discount

Choose your payment option

We offer a number of convenient options to pay your bill including paperless billing, online billing, automated payments and more.

► ngrid.com select **Ways to Pay**

Check your rate

Residential rates are based on whether you use natural gas for heating purposes. Residential rates start with “R.” Nonresidential/commercial rates start with “G.”

► ngrid.com/servicerates

Energy-savings spotlight

- Install an ENERGY STAR® certified smart thermostat, which can save you up to \$180 a year.
- Receive a customized report and energy-saving ideas by taking a no-cost, 5-minute home energy survey.

► ngrid.com/saveathome



Seasonal savings tip

Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.

Our Communities. Our Commitment.



► ngrid.com/gridforgood



Manage monthly gas bills with Balanced Billing

For predictable monthly payments based on your usage, consider our Balanced Billing plan. You will still pay only for the total amount of energy you use in a year.



► ngrid.com/heretohelp



Please stay alert to construction projects when driving.

Follow work zone traffic restrictions.

Keeping your contact information up-to-date helps us reach you when needed.

► ngrid.com/myaccount

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Este é um aviso importante. Quiera mandá-lo traduzir.
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Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.
Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.