

Coming
in Spring
2024

A new and better energy bill experience is on the way

We're committed to doing all we can to improve your customer experience. That's why we're updating our billing system to provide you with a new, easier-to-read bill.

For our Massachusetts gas customers, the transition to a new and better energy bill experience will occur over the next few months. We'll continue to communicate with you along the way to provide important updates.

Visit ngrid.com/newbillexp



For a preview of your new bill design, scan the QR code or visit ngrid.com/newbillexp and watch the **How to Read Your Gas Bill** video.

Your New Bill: What to Expect

A New Look for Your Gas Bill

Your redesigned bill will be easier to read and navigate to help you understand the energy you use and how your costs break down each month.

A New Account Number

You'll receive a new 10-digit account number (you'll find it in the upper right-hand corner of your new bill and in your online profile).

- **If you pay your bill through your bank's website**, you'll need to update your National Grid account number with your bank.
- **If you pay your bill by check**, you'll need to write your new account number on your check.
- **If your account is associated with any other third party vendor**, you'll need to update your account number with that vendor.



- **If you pay via the automated phone system**, you will need to update your banking information on your account with the first payment you make after May 28.
- **If you pay via the website or DirectPay**, no action is needed

Balanced Billing Will Now Be Called The Budget Plan

Different name, same great plan. The Budget Plan spreads your annual energy costs across predictable monthly payments, making it easier to manage.



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Important Information for You

May 9-May 27

Enrollment and unenrollment from paperless billing and DirectPay will be suspended.

May 22-27

Our website will be unavailable during the transition to the new billing system. This will impact the availability of some of our regular services and billing options including:

- All bill pay options
- Budget Plan/Balanced Billing enrollment, unenrollment, and payment recalculation requests
- One-time payment function
- Account profile access
- Stop/Start/Transfer service*
- Outage reporting

*if you anticipate needing new service between **May 22-27**, please call and schedule a service appointment **by May 8**

May 28

Our website will return to normal business operations. Please log in to your profile to see your new account number.

All of us at National Grid thank you for your patience and understanding while we work to improve your billing experience. Please visit **ngrid.com/newbillexp** or scan the QR code for the latest updates.



Smell gas? Act fast. Leave the area immediately and call 911 or 1-800-233-5325. We respond to gas emergencies 24 hours a day.

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.

A Spanish version of this insert is available at **ngrid.com/newbillexp**