

Spring 2024

weconnect

Energy news for our gas
customers in Massachusetts

We're here to help you manage your energy bill

If the impact of winter energy costs along with higher prices on household expenses has you considering your options for assistance this spring, remember we're to help you manage your bill, save energy and access assistance if you need it.

► ngrid.com/heretohelp

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

Report energy theft

Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.

► ngrid.com

Explore our

weconnect+

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



Gas Emergency:

911 or 1-800-233-5325

24 hours a day, 7 days a week



► **Smell gas? Act fast.**

► **Take steps to avoid carbon monoxide poisoning**

- Schedule a heating system checkup
- Be sure to check CO detectors to make sure they are working properly
- If your detector sounds the alarm, have everyone go outside immediately and call **1-800-233-5325** or **911**

Customer Service:

1-800-233-5325



► **Know how to spot a scam.**

Every National Grid employee and all contractors doing work for us carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in. If you feel you are in immediate danger, call **911**.

If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. Call **811** or **1-888-DIG-SAFE (344-7233)** or visit **digsafe.com**

Examples of private underground utility lines include:

- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing

► **ngrid.com/gassafety**



Energy-savings spotlight

Conserve water and lower your energy bills with water heater upgrades and low-flow showerheads.



You can also:

- Stop leaks to save gallons of water and reduce your bill
- Set water heater temperature at 120° F to prevent scalding

► **ngrid.com/save**

Choose the right tree to reduce energy use

For cooling shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home. Be sure to plant away from overhead lines and call **811** before digging (see left). For help choosing the right tree, check your local nursery.



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.

► **ngrid.com/gassafety**



New ways to pay your energy bill

Now you can easily make a digital payment* using Venmo, PayPal, Google Pay or Apple Pay, available through our partnership with the Speedpay payment system.

► **ngrid.com/payonline**

*\$1.75 residential and \$5.95 commercial fees may apply

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.



Your gas bill design will be changing. For more information and updates, please visit **ngrid.com/newbillexp**