

nationalgrid

weconnect

Energy news for our electric and gas customers in Rhode Island

Gas Emergency **1-800-640-1595** or **911**

Electric Emergency **1-800-465-1212**

Customer Service **1-800-322-3223**

fall 2020

ngrid.com



We're here to help now, and in the days ahead.

As the warmth of summer gives way to shorter days and cooler nights of autumn, the uncertainty from COVID-19 remains with us all.

If you have been financially impacted by the pandemic and are concerned about paying your National Grid bill, rest assured that solutions are available to help you.

All customers qualify for payment assistance

Our COVID-19 Payment Agreement allows you to spread your past due amount over 12 manageable monthly installments — with 0% down payment and no financial reporting.



To learn more and enroll in a COVID payment agreement online, visit ngrid.com/billhelp or call us at **1-800-322-3223**.

Manage monthly energy bills with the Budget Plan.



The Budget Plan uses the amount you usually pay on your National Grid bill in a year and breaks that 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 the Budget Plan is right for you.

Third Party Notification

Designate a relative, trusted friend or an agency to receive copies of notices if your National Grid account become overdue. Call **1-800-322-3223** for details.

Direct Pay

Pay your bill automatically from your bank account with DirectPay. ngrid.com/autopay

See page 2 for more payment assistance options.

Check to make sure you are on the right rate. ngrid.com/servicerates

Receive outage alerts your way.

You can choose how — and when — to be informed during an electric outage — by text, email or phone. Set up your alerts today. Visit ngrid.com/connect and follow the simple steps.

*We do not charge for text alerts but normal message and data rates may apply based on your mobile carrier plan.



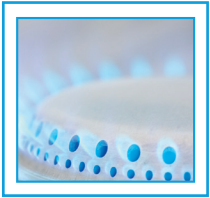
Want alerts by text*? Simply text **REG** to **64743**.

Where to find bill assistance.

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

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 Community Action Program (CAP) agency in October about a HEAP grant for winter.

To learn more about HEAP and find the your local CAP agency, visit dhs.ri.gov/Programs/HEAPProgramInfo.php



Gas pipeline safety

Whether you are at home, at work or in a public place, it's likely you are in an area served by natural gas pipelines. If you smell gas, act fast, leave the area immediately and call us at **1-800-640-1595** or **911**. Do not assume someone else will call.



Prepare for colder days ahead.

- Remove or cover window air conditioning units to reduce drafts
- Make sure carbon monoxide detectors are working properly
- Seal holes or cracks and caulk around windows and doors
- Schedule regular maintenance for your heating system and change filters monthly to improve air quality and reduce energy use
- Check your winter storm kit to make sure it includes: water, non-perishable food, first-aid supplies, flashlight and batteries, battery powered radio

Explore the Marketplace

Find instant rebates on LED light bulbs, smart thermostats, powerstrips and more. Visit ngrid.com/shop-ri



Planning fall planting?

Call **811** or **1-888-DIG-SAFE** to have underground lines marked before doing any digging.

811

Never hang items from gas pipes. Doing so could weaken joints, causing a leak.

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?
1-800-640-1595 or call **911**

Ver a ligação "selecionar língua" em ngrid.com

См. ссылку "Выбрать язык" на сайте ngrid.com

Xem liên kết "lựa chọn ngôn ngữ" tại ngrid.com