Fall 2021

nationalgrid

weconnect

Energy news for our electric customers in Massachusetts

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

ngrid.com |

Preparing for colder temperatures?

When you need help managing your bill in the colder days ahead, we'll be here with energy efficiency solutions and assistance.

Payment assistance is still available.
If you're behind on your bill, we want to help you get back on track and maintain your service. Our specialists will help you set up a payment plan and connect you with resources if you need them.

To learn more, visit **ngrid.com/covid-19**

Payment options made easy.

Pay by Bank Account: Register for an online profile to pay from your checking or savings account.

Pay by Credit/Debit Card through Speedpay. Fees may apply (starting at $1.99 for residential customers, $5.95 for business customers).

Please note that we can no longer process credit/debit card payments by phone.

Pay by Automated Payments scheduled from your bank account.

See more at **ngrid.com/payonline**

Smell gas. Act fast.

Many of the places we live and work are served by natural gas pipelines, so be prepared and know what to do if you suspect a gas leak. Recognize a gas leak by:

- **Smell** — Similar to rotten eggs
- **Sight** — Outdoors: a white cloud, mist or bubbles in standing water
- **Sound** — Roaring, hissing or whistling

If you suspect a gas leak, leave the area and call **911**. Never assume someone else will call.

Prevent carbon monoxide poisoning.

- Schedule a heating system checkup.
- Install carbon monoxide detectors on every level of your home and ensure they're working properly.

If your detector goes off, get everyone outside immediately and call **911**.

▶ **It's easier than ever to check your rates. Visit ngrid.com/servicerates**

Where to find assistance.

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. Visit **ngrid.com/discount**

Manage your bill with the Budget Plan.

The Budget Plan breaks the annual amount you spend on your bill 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.

An easier way to manage your account.

Whether you're a residential customer or a business owner with multiple accounts, our new web portal is simply designed with you in mind. Now you can:

- Unify your accounts into one dashboard
- Monitor your energy usage
- Pay your bill seamlessly

This new, mobile- and desktop-friendly experience is just one more way we're working to support our customers. Learn more at **ngrid.com/simplifymyaccount**

Let us inspire you with energy-saving ideas this fall. Visit **ngrid.com/ee-tips**

811

Prepare for fall planting.
Call **811** or visit **digsafe.com** at least 72 hours before digging. It's free and it's the law.

Go paperless.
Access your bill anytime, anywhere.
ngrid.com/enroll

Stay storm ready.
Be prepared with a storm kit.
For more tips see **ngrid.com/safety**

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

Stay away from downed power lines, and if you see one, call us right away at **1-800-465-1212**.

Ver a ligação "selecionar língua" em ngrid.com
См. ссылку "Выбрать язык" на сайте ngrid.com
Xem liên kết "lu'a chon ngôn ngu'" tai ngrid.com

CM8541 (9/21) MA-E