

Summer 2024

we connect

Energy news for our electric customers in Massachusetts



We're here for you this summer



Summer is here and so are we, with energy tips, ideas and solutions to help you keep your home cool and comfortable.

We can help too with safety recommendations on storm readiness and expert tips on using energy safely and efficiently. We also offer payment plans and programs making it easier to manage energy costs and access assistance from community support agencies when you need it.

- Schedule a no-cost Home Energy Assessment to save on energy costs and make your home more comfortable year-round.
- Consider our **Budget Plan** for predictable payments based on your usage.
- Explore easy ways to pay online using your bank account or automatic payment. Get started at ngrid.com or call us.

▶ ngrid.com/heretohelp

Account management made easy

Whether you're a residential customer or a business owner with multiple accounts, our mobile- and desktop-friendly web portal makes it easy to:

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

▶ ngrid.com/myaccount



Customer Service: 1-800-322-3223



TTY service

For assistance or to report an emergency — deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

Reporting an outage

To receive outage alerts by text message, text **REG** to **64743**. Once registered, text **OUT** to **64743** to report an outage or **STAT** to check the status of your outage.

Outages can also be reported online or by calling **1-800-465-1212**. Message and data rates may apply. Text **STOP** to cancel.

▶ ngrid.com/outagecentral

Electric Emergency: 1-800-465-1212



Assemble a storm kit including flashlights, a battery-operated radio (and extra batteries), basic first aid supplies, medications, and a small supply of water, food and baby supplies.

▶ ngrid.com/stormsafety

Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated



Go paperless

Enjoy more convenience. View your bill anywhere you can access your inbox.

► ngrid.com/paperless

211: Support when you need it

Across the U.S., 24 hours a day, seven days a week, 211's Community Resource Specialists are ready to connect you with free or low-cost community support services. Call **211** or text your zip code to **898-211**.

Save this summer

Find low- and no-cost energy-efficient products that can help you conserve energy and save year-round at the Mass Save Marketplace.

► www.poweredbyefi.org/massave



Contact 811 before you dig

Whether doing it yourself or hiring a professional, always call 811 to ensure underground public utility lines can be marked before digging projects. It's the law, and it can prevent loss of life, injury and property damage. Customers are responsible for ensuring all private utility lines, such as outdoor patio heaters and lighting for sheds, are marked before excavation.

Call **811** or **1-888-DIG-SAFE (344-7233)**

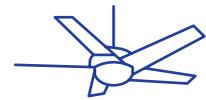
► digsafe.com



Energy-savings spotlight

Conserve water to lower your energy bills

- Repair even small leaks to save gallons of water and money each month
- Install water-saving faucets and low-flow showerheads
- Set a maximum water temperature of 120° F
- Upgrade your water heater to a high-efficiency model



Summer cooling tip

If you have a ceiling fan, check the switch on the side of your fan to make sure it's spinning counterclockwise to help cool your home. Reverse the setting when colder weather returns, to push warm air downward and help with home heating.

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 hãy dịch thông báo này.
這是一個重要的通知。請翻譯一下。
هتجرت نجرت مهم راطخا اذه
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se you avi enpötan. Tanpri, fè li tradwi.
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