

Fall 2024

weconnect

Energy news for our electric customers in Massachusetts

Prepare now for colder temperatures



With some planning and preparation now, you can keep your home comfortable and safe when colder weather returns. Taking actions to save energy where you can also helps control your costs.

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.

▶ ngrid.com/hereforyou

Special protection available for eligible households

If you are unable to pay your bills due to financial hardship and have a household member with serious illness, there is an infant residing in the home, or all members of the household are elderly, you may qualify for special protections.

For more information on requesting a special protection please call us, or visit the URL below.

▶ ngrid.com/mae-specialprotection

Explore our

weconnect+

digital newsletter for more customer news, videos and energy efficiency tips. Scan the QR code to check it out.



Customer Service:

1-800-322-3223



Stay storm-ready year-round.

▶ ngrid.com/stormsafety

Report an electric outage.

Text **REG** to **64734 (NGRID)**.

Data rates may apply

▶ ngrid.com/outagecentral

Choose your payment option

We offer a number of convenient options to pay your bill including paperless billing, online billing, automated payments and more.

▶ ngrid.com select **Ways to Pay**

Check your rate

Please check and be sure you are being billed at the correct rate. Your rate code can be found on your bill below your account number.

▶ ngrid.com/servicerates

Paying in person

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly.

Electric Emergency:

1-800-465-1212



The big picture on reliability

Trees and limbs falling on power lines are the biggest cause of electric outages during storms, which makes vegetation management a critical part of ensuring your safe, reliable service. With thousands of miles of lines to inspect across our service area, we're using satellite imagery to better see where overgrown vegetation could threaten reliability and predict growth up to five years in advance. We're proud that our pruning program is approved by the National Audubon Society.

► ngrid.com/treertrimming



Good Neighbor Energy Fund

The Good Neighbor Energy Fund may be able to help customers with energy bills who do not qualify for other assistance programs. Visit magoodneighbor.org or call **1-800-334-3047** (area codes **508, 617, 781** and **978**) | **1-800-262-1320** (area code **413**)

Energy-savings spotlight

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

► MassSave.com/store

Seasonal savings tip

Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.

► ngrid.com/saveathome



GreenUpSM renewable energy

You can choose to have all or part of your electricity from renewable energy sources – wind, solar and hydroelectric – while keeping National Grid as your electricity supplier. See Your **Energy Choice** under *About Your Bill*.

► ngrid.com



Scams can happen at any time. To protect yourself, learn more.

► ngrid.com/scam

Service notification requirement

Please be advised that you must notify us when implementing changes that may impact the current load and/or service characteristics of your household/business. Some examples:

- Proposing an increase in electric service
- Preparing for a demolition or other change
- Adding solar or distributed generation

► <https://gridforce.my.site.com/s/ma-home>



Our Communities. Our Commitment.



► ngrid.com/gridforgood

For predictable payments based on usage, see if the Budget Plan is right for you.

► ngrid.com/hereforyou

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.

Watch for HEAP opening November 1.