

nationalgrid

weconnect

Energy news for our electric customers in Massachusetts

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

fall 2019

ngrid.com



Lending a hand for families in need.

Our employees joined the Red Sox Foundation to make a difference at the Mary Eliza Mahoney House Emergency Family Shelter in Roxbury. Volunteers planted trees, grass, and flowers, and created seating areas at the facility. Visit dimock.org to learn more.



Prepare for fall with this to-do list.

As seasons change, so should your to-do list. Indoors, be sure to have your fireplace checked and cleaned, seal any holes to block cold air, and caulk around windows. Outdoors, keep all tools at least 10 feet away from power lines and always look up before securing a ladder. Explore ngrid.com for more ideas.



Use an authorized agency when paying in person.

Use an authorized payment agency to ensure payments are made on a timely basis and your account is being credited properly. When paying in person bring your bill and always keep receipts. Visit ngrid.com/mabillpay for options.



Report an electric outage.
Text **REG** to **64743**
(NGRID) or visit
ngrid.com/connect

Data rates may apply.



Visit **ngrid.com/masavingstips**
for ways to save energy.



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

Programs to help you manage your bill.



Budget Plan

Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments.

Visit ngrid.com/balancemybill

Low-Income Home Energy Assistance Program (HEAP)

This federally funded program helps low-income households pay their energy bills. Funds are administered by the Department of Housing and Community Development.

Visit ngrid.com/madiscout or call **1-800-632-8175**.

Discount Rates

You, or someone you know, may be eligible to receive a discount on your energy bill if certain eligibility conditions are met. Visit ngrid.com/madiscout

Good Neighbor Energy Fund

You may receive assistance when you are in temporary financial difficulty, but are not income-eligible for Fuel Assistance. Visit ngrid.com/madiscout or call **1-800-334-3047** (area codes 508, 617, 781 and 978), or **1-800-262-1320** (area code 413).



Choose renewable energy with GreenUpSM.

Participating in our GreenUpSM program allows you to easily contribute to green energy. You purchase renewable energy certificates from providers who generate power from wind, solar, and hydroelectric sources. We remain your energy supplier. For more information visit ngrid.com and look under the Bills, Meters, and Rates tab.



Energy assessments for homeowners and renters.

Call **1-866-527-SAVE (7283)** to schedule a no-cost Home Energy Assessment of your 1-4-unit home. You could receive valuable rebates toward recommended improvements – including 75% or more off insulation and no-cost air sealing.

Visit ngrid.com/save to learn more.



Bill access anytime, anywhere.

When you go paperless, your energy bill arrives via email, providing a secure way to pay. Visit ngrid.com/enroll

You can also make payments online or on the National Grid app, available at [iTunes](https://www.apple.com/itunes/app/national-grid) or [Google Play](https://www.google.com/play).

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](tel:1-800-465-1212)

Ver a ligação “seleccionar língua” em ngrid.com
См. ссылку “Выбрать язык” на сайте ngrid.com
Xem liên kết “lựa chọn ngôn ngữ” tại ngrid.com