

Spring 2024

weconnect

Energy news for our electric customers in Massachusetts

We're here to help you manage your energy bill

If the impact of winter energy costs along with higher prices on household expenses has you considering your options for assistance this spring, remember we're here to help you manage your bill, save energy and access assistance if you need it.

► ngrid.com/heretohelp

Check your rate

Residential rates are based on whether you use natural gas for heating purposes. Residential rates start with "R." Nonresidential/commercial rates start with "G."

► ngrid.com/servicerates

Help for landlords

Our Leave on for Landlord Program allows for continued service between tenants and automatic notification when renters move out.

► ngrid.com/ma-landlord

Explore our **weconnect+** digital newsletter — packed with customer news and information, energy efficiency tips, videos and more! Scan the QR code to check it out.



Electric Emergency:

1-800-465-1212



- If you've added new electrical equipment or made changes that could affect the capacity or function of our facilities, please contact us to determine whether an inspection may be needed.
- Whenever working outside, remember to look up. Overhead power lines are not insulated and carry enough energy to cause serious injury – even death. Keep tools, ladders and equipment safely distanced from overhead power lines, and ensure that contractors on your property are working safely.

If you see a downed power line, always assume it is live and hazardous. Keep everyone away and report it to us or call **911**.

Customer Service:

1-800-322-3223



- **Know how to spot a scam.**

Every National Grid employee and all contractors doing work for us carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in. If you feel you are in immediate danger, call **911**.

What to know before you dig

Before springing ahead with home improvement or landscaping projects—whether doing it yourself or hiring a professional—always call **811** to ensure underground public utility lines can be marked before digging. It's the law, and it can prevent loss of life, injury and property damage.

Keep in mind that **811** will not mark out customer-owned utilities on your property. To prevent injury and damage, customers are responsible for ensuring all private utility lines are marked before excavation. Call **811** or **1-888-DIG-SAFE (344-7233)** or see [digsafe.com](https://www.digsafe.com)

Examples of private underground utility lines include:

- Sprinkler or irrigation systems
- Electric lines running to a detached garage/shop
- Lines connecting a propane tank or septic system
- Underground gas lines for grills, fire pits, generators and/or pool heaters
- Electric dog fencing



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.

Remember to bring your bill and keep your receipt.

► ngrid.com/mabillpay

Moving?

We ask for 5–7 days' notice so we can schedule a crew member to visit your home or business and physically turn your service on or off.

► ngrid.com, under *Your Account*

Energy-savings spotlight

Conserve water and lower your energy bills with water heater upgrades and low-flow showerheads.

You can also:

- Stop leaks to save gallons of water and reduce your bill
- Set water heater temperature at 120° F to prevent scalding

► ngrid.com/save



Choose the right tree to reduce energy use

For cooling shade and natural energy savings, plant trees that shed leaves on the south and east sides of your home. Be sure to plant away from overhead lines and call **811** before digging (see left). For help choosing the right tree, see our link or call your local nursery.

► ngrid.com/treetrimming



Tampering with or bypassing meters or pipes puts lives in danger and threatens public safety. If you have information on energy theft, call **1-800-322-2234**. Calls are confidential.



New ways to pay your energy bill

Now you can easily make a digital payment* using Venmo, PayPal, Google Pay or Apple Pay, available through our partnership with the Speedpay payment system.

► ngrid.com/payonline

*\$1.75 residential and \$5.95 commercial fees may apply

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

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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.