

Winter 2026

weconnect

Energy news for our electric customers
in Massachusetts

We're here for you this winter

We offer a variety of services and solutions to help you manage your energy costs this winter. Explore your options and discover what support we have available.

▶ ngrid.com/hereforyou

New discount rates help ease winter bills

A new reduced electric delivery rate is available **for qualified residential customers who use heat pumps for home heating** either fully or partially. The rate applies to usage from November through April.

▶ ngrid.com/heatpumprate

Tiered Discount Rate

Depending on household size and income level, customers could receive a monthly electric bill discount ranging from 32% to 71%. To qualify customers must participate in a qualifying assistance program or receive a Low Income Home Energy Assistance Program (LIHEAP) grant.

▶ ngrid.com/discountate

Stay alert to scams

Utility scams are on the rise, over the phone and in-person. Please be alert to anyone seeking payment for unneeded “pre-inspections” or similar fraudulent offers. We perform all upgrade and inspection work at no cost to you.

▶ ngrid.com/scam

Electric Emergency

1-800-465-1212

- ▶ Operate your backup generator safely. ngrid.com/generators
- ▶ Keep meters clear. Falling ice and heavy snow from a roof can damage meters or service connections.
- ▶ To keep your clothes dryer operating safely, clean the lint filter before and after each use, and clear lint from the vent pipe every three months.

Customer Service

1-800-322-3223

- ▶ Deaf, hard of hearing and speech-impaired customers looking for assistance can call **711** on a compatible TTY device. Provide our customer service number to connect with us.
- ▶ Call us to designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

Support when you need it **211**

- ▶ When you need help – paying bills, feeding your family, finding health care and much more – remember **211**.

Find assistance when you need it

You may qualify for the **Low Income Home Energy Assistance Program (LIHEAP)** to help you pay your primary heating source bill. Check with your local fuel assistance agency about a LIHEAP grant for winter. To learn more, call the Massachusetts LIHEAP hotline at **1-800-632-8175** or visit masscap.org/heatinghelpma

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

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).

Budget Plan

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

► ngrid.com/hereforyou

We're committed to the customers and communities we serve

► ngrid.com/gridforgood



Energy-savings spotlight

Shop our online Marketplace for instant rebates on energy-saving products for your home or business.



- For your home: MassSave.com/store
- For your business: poweredbyefi.org/masssavebusiness/

More ways to save

A no-cost Home Energy Assessment can improve your home comfort and help you save. Get expert assistance, complimentary products and special offers tailored to your home.

► ngrid.com/assessment

MyAccount

Keeping your contact information up-to-date helps us reach you when needed.

► ngrid.com/myaccount

Paying online

- Register for an online profile at ngrid.com/myaccount to pay from your checking or savings account.
- Pay by credit/debit card with Speedpay. Fees may apply.
- Set up automated payments from your bank account.

► ngrid.com/payonline

Prevent cold stress

Older people, infants and people with chronic illness can be vulnerable to cold stress, even indoors.



► ngrid.com/stormsafety

To report an electric outage, text **OUT** to 64743 (NGRID) or visit ngrid.com/outage. Data rates may apply. Text **STOP** to cancel.



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.
這是一個重要的通知。請翻譯一下。
هذا إخطار مهم. نترجى ترجمته.
এটা একটি গুরুত্বপূর্ণ বজ্রিৎপত্তি। অনুগ্রহ করে এটি অনুবাদ করে ননি।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
טצעזרעביא עטיב. גאָזנאָ עקיסכיון אַ זיא סאָד