

# WeConnect

Energy news for our electric customers in Massachusetts



Stay comfortable in the cooler days ahead. Visit [ngrid.com/save](http://ngrid.com/save) to learn more.

Electric Emergency  
**1-800-465-1212**  
Customer Service  
**1-800-322-3223**  
[www.nationalgridus.com](http://www.nationalgridus.com)

## Managing your bill



### Various programs help you manage costs.

As we head into another winter season, here are some programs and solutions to help you manage costs:

**Budget Plan** spreads costs evenly and is adjusted every six months to remove peaks and valleys from your bill. You still pay the same amount as if you weren't on the plan. To qualify your account must be current. Visit [ngrid.com/balancemybill](http://ngrid.com/balancemybill) to learn more.

**Low Income Home Energy Assistance Program (LIHEAP)** administered by the Department of Housing and Community Development, LIHEAP provides financial assistance for income-eligible applicants. Contact: Your local Community Action Program

**Good Neighbor Energy Fund** provides assistance to customers who do not qualify for other assistance programs. Contact: **1-800-334-3047** or [magoodneighbor.org](http://magoodneighbor.org)

**Discount Rate** provides assistance to all residential heating and non-heating customers based on verification of customer's enrollment in any means-tested public benefit program or verification of Home Energy Assistance Program.

**Arrears Management** provides financial assistance to qualified low-income customers who have unpaid energy bills. See [nationalgridus.com](http://nationalgridus.com) for more.



### Go paperless today!

When you go paperless, your energy bill arrives via email, providing a secure way to pay. Go paperless at [ngrid.com/enroll](http://ngrid.com/enroll) and:

- Enjoy a monthly bill credit.
- Receive a reminder before payment is due.
- Visit [ngrid.com/autopay](http://ngrid.com/autopay) to enroll in automatic payment.

Make payments online or on the National Grid app, available at **iTunes** or **Google Play**.



### Use 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 record or receipt showing payment. Visit [nationalgridus.com](http://nationalgridus.com) for more options.



### TTY users can contact us for help.

TTY users can call about service, billing or to report an emergency. Dial **711** for the relay service, which will then connect you with National Grid customer service.



## Call us when experiencing an outage.

If you have an outage, call Customer Service at **1-800-465-1212**. It's important that we know. Never assume someone else has called to report an outage.

## Your seasonal to-do list.

### Indoors – be energy efficient

- Remove window air conditioner or cover up to reduce drafts.
- Clean chimney, flue and vents. Have fireplace checked.
- Seal any holes or cracks that could let cold air in.
- Caulk around windows. Replace broken panes on storm windows and doors.
- Check or add insulation to attic if needed.

### Outdoors – safety is key

- Keep ladders and long-handled tools level when transporting.
- Look up before using ladders or long-handled tools to avoid power lines.
- Keep all tools at least 10 feet away from power lines.
- Use caution with metal siding, gutters and antennas, which can all conduct electricity.
- Always secure ladder before use.

## A storm kit keeps you ready.

Be ready for the elements with a storm kit. You should include flashlights and fresh batteries, a battery-powered radio, extra food, water, medications, a manual can opener, personal hygiene items, extra blankets and warm clothing.

**Reminder: Check to see if your carbon monoxide detectors are working properly. We recommend alarms be placed on every level of your home.**

## Energy efficiency



## Choose renewable energy with GreenUp<sup>SM</sup>.



Our GreenUp<sup>SM</sup> program gives you the option to have all or part of your electricity produced by providers who generate power from renewable resources (wind, solar, hydroelectric) all while keeping us as your energy supplier. Visit **[nationalgridus.com](http://nationalgridus.com)** for details. Look for GreenUp<sup>SM</sup> information located under the Business Partners tab. The program is available to National Grid customers who are current on their accounts.

## Prepare today to face colder days tomorrow.

Now is the time to invest in some smart moves to help you face colder days ahead. Call **1-866-527-7283** to schedule a no-cost energy assessment of your 1-4 unit home. If upgrades are recommended you could be eligible for:



- No-cost targeted air sealing of leaks in drafty areas of your home.
- Seventy-five percent off insulation (up to \$2,000).
- Rebates of up to \$3,500 on qualifying energy-efficient equipment.
- The opportunity to apply for zero percent HEAT Loan financing for eligible upgrades.

Visit **[ngrid.com/ma-home](http://ngrid.com/ma-home)** to learn more.

## In our community



## Employees make a difference at Pan-Mass Challenge.



Our employees were on hand during the 192-mile Pan-Mass Challenge in August offering participants water and a chance to recharge their electronics. The Challenge raises money for life-saving cancer research and treatment at Dana-Farber Cancer Institute. Since 1980, the Challenge has contributed \$598 million toward cancer research. Visit **[pmc.org](http://pmc.org)** to learn more.

**Multi-family, apartment or business complex owners please post. This is an important safety notice. Please have it translated. See "select language" link at [nationalgridus.com](http://nationalgridus.com)**

Veá el enlace «seleccionar idioma» en [nationalgridus.com](http://nationalgridus.com)  
Voir le lien «sélectionner la langue» sur [nationalgridus.com](http://nationalgridus.com)  
Vedere il collegamento "seleziona lingua" su [nationalgridus.com](http://nationalgridus.com)

Stay away from downed power lines, and if you see one, call us right away at **1-800-465-1212**.

Ver a ligação "seleccionar língua" em [nationalgridus.com](http://nationalgridus.com)  
См. ссылку "Выбрать язык" на сайте [nationalgridus.com](http://nationalgridus.com)  
Xem liên kết "lựa chọn ngôn ngữ" tại [nationalgridus.com](http://nationalgridus.com)