

WeConnect

Energy news for our gas customers in Massachusetts



Simplify this summer.

Sign up for paperless billing.
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Gas Emergency

1-800-233-5325
or call **911**

Customer Service

1-800-233-5325

Know the signs of a gas leak.

Smell gas. Act fast.

Despite the industry's excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard. Your safety is our top priority. That's why we want you to know the signs of a gas leak, and what to do in the event of one.

Indoors: If you smell gas (the odor is similar to rotten eggs) take action right away. Do not use the telephone, do not smoke or turn on light switches, appliances or any electrical equipment. All occupants should leave the house immediately. Once you are in a safe area, call us immediately at **1-800-233-5325** or call **911**.

Outdoors: If you smell gas and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately and call **1-800-233-5325** or call **911**. Don't assume someone else will call.

Enjoy a ball game this summer.

We're proud to be partnering with two local baseball teams this summer to add a little family fun to America's favorite pastime. Check out our sponsorships with these ball clubs:

Worcester Bravehearts – post-game Friday night fireworks.

Lowell Spinners – Kids Eat Free Monday - all kids 10 & under will receive a voucher for a free kids meal upon admission.



It's storm season. Be prepared.

Severe storms can damage trees and property, putting exposed natural gas pipes and meters at risk. Flooding may also affect gas equipment or appliances.

Be prepared before the storm by having the following on hand:

- Working flashlights.
- A battery-operated radio.
- Extra batteries.
- Extra drinking water, a manual can opener, a supply of canned and dried foods.
- Extra medicine, baby items and first aid supplies.
- Make sure your cell phone is well charged.

For information on gas appliance safety after a flood, please visit www.nationalgrid.com



Gas safety in your community.

We work with industry groups and state regulators on methods and programs to keep your natural gas distribution safe. Please help by doing your part. Use natural gas properly. Be alert, and always call **811** before you dig. It's a free service and it's the law. Natural gas pipelines run under public streets and sometimes under private property. For safety reasons, right-of-way laws can give pipeline owners the right to restrict certain activities near pipelines. Right-of-way maps are filed with local municipalities.

Visit us at www.nationalgrid.com and connect with us on



Look for heat stress when temperatures soar.

Prolonged temperatures of 90 degrees or above combined with high humidity can cause the body's temperature to rise and place a strain on the heart and blood vessels – the most important parts of the body's cooling system. Especially at risk are the elderly, young children and those with chronic illnesses. Some of the signs include dizziness, rapid heartbeat, dry skin (no sweating) and breathing problems.

Avoid the dangers of heat stress by:

- Drinking liquids. Don't wait until you are thirsty.
- Avoid alcohol and caffeine.
- Eat a well-balanced diet. Avoid hot, heavy meals.
- Take cool showers and baths.
- Wear light, loose-fitting clothing and a hat for sun.
- Avoid any hard physical work outdoors.
- Visit air conditioned buildings.



Energy-saving tip: Improve shading for windows.

Does the sun create overwhelming heat in your home during the warmer months? Consider improvements in the way you shade your windows.

- Provide adequate shade — especially to windows that face south, west, or east, since they let in the most heat in summer months.
- Shading the outside of your windows is more effective at blocking heat than using indoor shades or drapes. Consider shading the exterior of your home with shutters, awnings, exterior solar blinds or solar screening. Just remember that you'll want any exterior shading to be removable during the winter months, when sunlight can help heat your home's interior.
- Light-colored drapes and shades reflect the sun's energy, while darker ones absorb it and release heat.



Be on the alert for scammers.

If you receive an unexpected call or home visit from someone claiming to be a National Grid employee, do not provide sensitive information or allow access to your property without verifying their identity first. Visit www.nationalgrid.com for more information or call Customer Service at **1-800-233-5325**.



Use caution during yard work.

Planting trees and shrubs can add beauty and value to your home. Please take extra care not to plant near your gas meter and do not change the height of the soil or landscaping materials around the meter. It's important to keep your above-ground meter, piping and valves clear of plants, soil, and mulch or building structures.

And remember, as with any digging project, you must first call **811**. It's a free service, and it's the law.



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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

