

WeConnect

Energy news for our gas customers in Massachusetts



Visit nationalgridus.com for safety tips on water heaters and more.

Gas Emergency
1-800-233-5325
or call **911**
Customer Service
1-800-233-5325

Managing your bill



National Grid has options available when it comes to paying your utility bill that can even out your monthly balance, give you assistance as needed, or simply give you more time.

Equalize your payments with Balanced Billing.

Spread your billing costs evenly throughout the year with Balanced Billing. You still pay for the same amount of energy, but your use is divided by 12 months to determine your monthly payment.

With Balanced Billing you get the same convenient payment options, including automatic payment. To qualify, your account must be current with no overdue balance.

Pay in person at a payment agency.

Looking to pay your bills in person? If so, be sure to use an authorized payment agency to ensure your payments are made on a timely basis, and that your account is being credited properly.

When you pay in person be sure to:

- Bring your bill with you.
- Keep a receipt or record of your payment.

Reduced rate on gas service.

Income-eligible customers may be eligible for a discounted rate on gas service. To qualify, you must be a National Grid customer and already enrolled in benefit programs such as HEAP, Medicaid, Food Stamps, Supplemental Security Income, or similar assistance.

Manage your energy bills.

We offer an Arrears Management Program (AMP) which provides financial assistance to qualified income-eligible customers in Massachusetts who have unpaid energy bills.

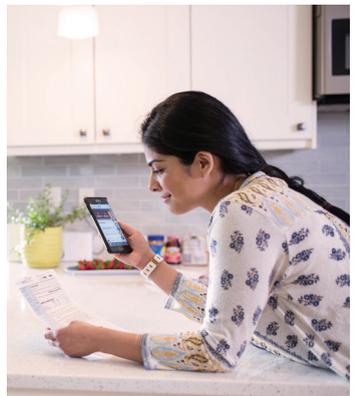
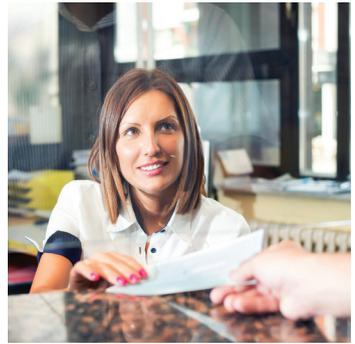
Fuel Assistance can help with bills.

The Low-Income Home Energy Assistance Program helps low-income households pay energy bills. In Massachusetts the funds are administered by the Department of Housing and Community Development (DHCD). Contact your local Community Action Program (CAP) to see if you are eligible.

If you need more time.

Can't pay your bill on time? Our collection agreement and payment agreement can allow you more time to pay your utility bill.

Visit nationalgridus.com to explore payment plans, extensions and related services.



Safety



Be ready no matter the elements.

A storm kit can keep you safe no matter the weather. Be sure to include:

- Flashlight • New batteries • Battery-powered radio • Extra food • Water and a manual can opener • Sanitation and personal hygiene items • Extra blankets and warm clothing

Check to see if your carbon monoxide detectors are working properly. We recommend alarms marked with UL 2034 be placed on every level of your home.

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





Smell gas. Act fast.

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 (including pets) should leave the house immediately.

If you smell gas outdoors, and see a white cloudy mist, bubbles in standing water and/or a hissing, roaring and whistling sound, it could be a gas leak.

Once you are in a safe area, call **1-800-233-5325** or call **911**. Never assume someone else will call.



Energy Efficiency



Give your home an energy makeover.

Our energy specialists will help you say goodbye to drafty rooms. If you live in a 1-to-4 unit household you can qualify for a no-cost home energy evaluation. We will review your home, complete an attic-to-basement evaluation, and provide a custom home energy report outlining recommended energy efficiency improvements.

Call us at **1-866-527-7283** to schedule a no-cost home energy assessment. If upgrades are recommended, you may be eligible for:

- Seventy-five percent off the installation of approved insulation improvements (up to \$2,000).
- Rebates of up to \$3,500 on qualifying energy-efficient heating, cooling, and water equipment.
- No-cost targeted air sealing of leaks.
- The opportunity to apply for zero percent HEAT Loan financing for eligible upgrades.

Visit ngrid.com/ma-home to learn more. 



In our community

Employees extend a hand in Massachusetts.

In September, National Grid employees dedicated themselves to serving others during the United Way's Day of Caring. Volunteers cleaned and organized a storage shed, weeded gardens, and constructed a garden bench for Turn Back Time in Paxton. In North Grafton, employee volunteers picked, sorted and washed vegetables grown at the Community Harvest while others assembled donations and assisted with pricing items at the Metro West/Greater Worcester ReStore. Visit ournationalgrid.com to learn about more efforts in the area.



National Grid employees cleaned and organized a storage shed, weeded gardens in Paxton.

Helping out is part of the job.

Thank you to more than 300 National Grid employees for traveling to North Carolina and Florida, supporting Duke Energy and Tampa Electric with hurricane restoration efforts. We are proud to provide mutual aid to those in need and thank employees and their families for continued support.

Multi-family, apartment or business complex owners please post.

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.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
 XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
 Это очень важное сообщение.
 Пожалуйста, попросите чтобы
 вам его перевели.



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