

nationalgrid

weconnect

Energy news for our gas customers in Massachusetts

Gas Emergency  
**1-800-233-5325** or **911**

Customer Service  
**1-800-233-5325**

[ngrid.com](http://ngrid.com)



fall 2019

## Lending a hand for families in need.

Our employees joined the Red Sox Foundation to make a difference at the Mary Eliza Mahoney House Emergency Family Shelter in Roxbury. Volunteers planted trees, grass, and flowers, and created seating areas at the facility. Visit [dimock.org](http://dimock.org) to learn more.

## Take steps to avoid carbon monoxide poisoning.

Protect yourself from carbon monoxide (CO) by scheduling a heating system checkup with a licensed professional. You should also install CO detectors on every level of your home. If your detector sounds, go outside immediately and call **1-800-233-5325** or **911**.

## Use an 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 receipts. See [ngrid.com/magasbillpay](http://ngrid.com/magasbillpay) for more options.



Smell gas. Act fast.  
Leave the area and call  
**1-800-233-5325**  
or **911**.



Go Paperless.  
Get bill access  
anytime, anywhere.  
[ngrid.com/enroll](http://ngrid.com/enroll)

811

Call **811** at least  
72 hours prior to the  
start of any project  
involving digging.

# Programs to help you manage your bill.

## Balanced Billing

Avoid the highs and lows of seasonal bills by spreading your projected annual energy costs into 12 predictable monthly payments.

Visit [ngrid.com/balancemybill](https://ngrid.com/balancemybill)

## Low-Income Home Energy Assistance Program (HEAP)

This federally funded program helps low-income households pay their energy bills. Funds are administered by the Department of Housing and Community Development.

Visit [ngrid.com/discount](https://ngrid.com/discount) or call **1-800-632-8175**.

## Residential Assistance for Families in Transition (RAFT)

RAFT provides short-term assistance to low-income families. Visit [ngrid.com/discount](https://ngrid.com/discount) to learn more.

## Discount Rates

You, or someone you know, may be eligible to receive a discount on your energy bill if certain eligibility conditions are met. Visit [ngrid.com/discount](https://ngrid.com/discount)

## Good Neighbor Energy Fund

You may receive assistance when you are in temporary financial difficulty, but are not income-eligible for Fuel Assistance. Visit [ngrid.com/discount](https://ngrid.com/discount) or call **1-800-334-3047** (area codes 508, 617, 781 and 978), or **1-800-262-1320** (area code 413).



## Massachusetts tenants are protected.

Residents should only pay for gas provided to their apartment. If you think you are being charged for gas use outside of your apartment, contact your local Board of Health for a plumbing inspection. Landlords are responsible for paying for gas appliances that are not exclusively used by single dwelling tenants.



## Make sure you are being billed at the correct rate.

Residential rates are based on whether you use natural gas for heating purposes. Residential rates start with "R." Non-residential/commercial rates start with "G." Visit [ngrid.com/servicerates](https://ngrid.com/servicerates) for more information.



## Energy assessments for homeowners and renters.

Call **1-866-527-SAVE (7283)** to schedule a no-cost Home Energy Assessment of your 1-4-unit home. You could receive valuable rebates toward recommended improvements – including 75% or more off insulation and no-cost air sealing. Visit [ngrid.com/save](https://ngrid.com/save) for 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 [ngrid.com](https://ngrid.com)**

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

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