

Summer 2024

## weconnect

Energy news for our gas customers in Massachusetts



## We're here for you this summer



Summer is here and so are we, with energy tips, ideas and solutions to help you keep your home cool and comfortable.

We can help too with safety recommendations on storm readiness and expert tips on using energy safely and efficiently. We also offer payment plans and programs making it easier to manage energy costs and access assistance from community support agencies when you need it.

- Schedule a no-cost Home Energy Assessment to save on energy costs and make your home more comfortable year-round.
- Consider our **Budget Plan** (formerly known as Balanced Billing) for predictable payments based on your usage.
- Explore easy ways to pay online using your bank account or automatic payment. Get started at [ngrid.com](https://ngrid.com) or call us.

▶ [ngrid.com/heretohelp](https://ngrid.com/heretohelp)

## Account management made easy

Whether you're a residential customer or a business owner with multiple accounts, our mobile- and desktop-friendly web portal makes it easy to:

- Unify your accounts into one dashboard
- Monitor your energy usage
- Pay your bill seamlessly

▶ [ngrid.com/myaccount](https://ngrid.com/myaccount)

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

## TTY service

For assistance or to report an emergency — deaf, hard-of-hearing and speech-impaired customers can call **711** with compatible TTY devices. Provide our customer service number to the operator to be connected.

## Gas Emergency:

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

24 hours a day, 7 days a week



▶ Smell gas? Act fast.

## More Gas Safety Tips:

- ▶ If you smell gas outdoors and see a white, cloudy mist, bubbles in standing water, and/or hear a hissing, roaring or whistling sound, it could be a gas leak. Don't hesitate – leave the area and call **911** or our gas emergency number right away.
- ▶ Call **911** or our emergency number if you come into contact with gas meters, piping or valves. Always keep power tools and lawn mowers away from gas systems.

## Tips to avoid heat stress

When humidity and high temperatures last for several days:

- Watch for signs of heat stress, including confusion, dizziness, fatigue and headache. Seek medical care right away if you have symptoms
- Wear loose, lightweight clothing
- Stay hydrated



## Go paperless

Enjoy more convenience. View your bill anywhere you can access your inbox.

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

## 211: Support when you need it

Across the U.S., 24 hours a day, seven days a week, 211's Community Resource Specialists are ready to connect you with free or low-cost community support services. Call **211** or text your zip code to **898-211**.

## Save this summer

Find low- and no-cost energy-efficient products that can help you conserve energy and save year-round at the Mass Save Marketplace.

► [www.poweredbyefi.org/massave](http://www.poweredbyefi.org/massave)



## Contact 811 before you dig

Whether doing it yourself or hiring a professional, always call 811 to ensure underground public utility lines can be marked before digging projects. It's the law, and it can prevent loss of life, injury and property damage. Customers are responsible for ensuring all private utility lines, such as outdoor patio heaters and lighting for sheds, are marked before excavation.

Call **811** or **1-888-DIG-SAFE (344-7233)**

► [digsafe.com](http://digsafe.com)



## Energy-savings spotlight

### Conserve water to lower your energy bills

- Repair even small leaks to save gallons of water and money each month
- Install water-saving faucets and low-flow showerheads
- Set a maximum water temperature of 120° F
- Upgrade your water heater to a high-efficiency model



## Summer cooling tip

If you have a ceiling fan, check the switch on the side of your fan to make sure it's spinning counterclockwise to help cool your home. Reverse the setting when colder weather returns, to push warm air downward and help with home heating.

### This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sírvase 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 hãy dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
هتجرت نجرت مهم راطخا اذه  
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।  
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