

Fall 2024

weconnect

Energy news for our gas customers
in Massachusetts

Prepare now for colder temperatures



With some planning and preparation now, you can keep your home comfortable and safe when colder weather returns. Taking actions to save energy where you can also helps control your costs.

If you're behind on your bill, we want to help you get back on track and maintain your service. Our specialists will help you set up a payment plan and connect you with resources if you need them.

▶ ngrid.com/hereforyou

Inspect natural gas pipes regularly

As a natural gas customer, you're responsible for maintaining all gas lines that begin at the outlet of the gas meter and extend above or below ground on your property. Used for outdoor appliances, pool heating, generators and more, buried gas lines can corrode or leak if not properly maintained.

Periodically hire a professional plumbing/heating contractor or leak survey and corrosion expert. Have unsafe pipeline repaired immediately.

▶ ngrid.com/gassafety

Explore our

weconnect+

digital newsletter for more
customer news, videos and
energy efficiency tips. Scan
the QR code to check it out.



Customer Service:

1-800-233-5325



Special protection available for eligible households

If you are unable to pay your bills due to financial hardship and have a household member with serious illness, there is an infant residing in the home, or all members of the household are elderly, you may qualify for special protections.

For more information on requesting a special protection please call us, or visit ngrid.com/mag-specialprotection

Smell gas? Act fast.

Gas Emergency:

911 or 1-800-233-5325

24 hours a day, 7 days a week



Gas Safety Tips:

- Take steps to avoid carbon monoxide poisoning:
 - ▶ Have all heating equipment checked yearly by a professional
 - ▶ Install at least one UL-listed CO detector in your home near bedrooms
 - ▶ Never use a gas range for heating
 - ▶ Never use a generator indoors
- When renovating or performing fall yard cleanup, always keep your outside gas meter out of harm's way.

Assistance when you need it

Home Energy Assistance Program

You may qualify for the Home Energy Assistance Program (HEAP) to help you pay your primary heating source bill. Check with your local fuel assistance agency about a HEAP grant for winter.

To learn more call the Massachusetts HEAP hotline at **1-800-632-8175** or visit masscap.org/heatinghelpma

▶ [HEAP opens November 1](#)

Discount rate

You may be eligible for a discount rate on your monthly energy bills if you receive a qualifying benefit based on your household income and household size.

▶ [ngrid.com/discount](#)

Choose your payment option

We offer a number of convenient options to pay your bill including paperless billing, online billing, automated payments and more.

▶ [ngrid.com](#) select **Ways to Pay**

Check your rate

Residential rates are based on whether you use natural gas for heating purposes. Residential rates start with "R." Nonresidential/commercial rates start with "G."

▶ [ngrid.com/servicerates](#)

Energy-savings spotlight

- Install an ENERGY STAR® certified smart thermostat, which can save you up to \$180 a year.
- Receive a customized report and energy-saving ideas by signing up for a no-cost Home Energy Assessment.

▶ [ngrid.com/saveathome](#)



Seasonal savings tip

Close air leaks and check for adequate insulation in roofs, exterior walls, and wall cavities.

Our Communities. Our Commitment.



▶ [ngrid.com/gridforgood](#)

Adding new gas equipment? Let us know.

If you've added new gas equipment such as a gas-fired generator, or made changes that could affect the capacity or function of our facilities, please contact us to determine whether an inspection may be needed.

Manage monthly gas bills with the Budget Plan

For predictable monthly payments based on your usage, consider the Budget Plan. You pay only for the total amount of energy you use in a year.



▶ [ngrid.com/hereforyou](#)

Stay alert to scams

Scams can happen at any time. To protect yourself, always verify the identity of any person who contacts you claiming to represent National Grid.

▶ [ngrid.com/scam](#)

Keeping your contact information up-to-date helps us reach you when needed.

▶ [ngrid.com/myaccount](#)

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.

Это очень важное сообщение. Пожалуйста,

попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.