

Winter 2025

weconnect

Energy news for our gas customers
in Massachusetts



All winter long, we're here for you

We understand that managing winter energy bills can be a challenge, especially as other household expenses remain high.

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.

Explore all the ways we can help – whether you own or rent your home or run a business – at ngrid.com/hereforyou

Stay alert to scams

We perform all upgrade and inspection work at no cost to you. Please be alert to anyone seeking to extort money for unneeded “pre-inspections” or similar fraudulent offers.

▶ ngrid.com/scam

My Account

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

▶ ngrid.com/myaccount

Explore our

weconnect+

digital newsletter — packed with customer news and information, energy efficiency tips, videos and more! Scan the QR code to check it out.



Gas Emergency

911 or 1-800-233-5325

24 hours a day, 7 days a week



- ▶ Smell gas? Act fast.
- ▶ Prevent carbon monoxide poisoning. Have all heating equipment checked yearly by a professional.

More Safety Tips:

- ▶ To save energy — and prevent burns — set your water heater temperature to 120 degrees F.
- ▶ Keep meters clear. Falling ice and heavy snow from a roof can damage meters or service connections, resulting in a gas leak.
- ▶ Have your dryer's gas line and connection inspected by a professional annually to ensure it is operating safely.

Customer Service

1-800-233-5325



- ▶ Third-party notification: Call us to designate a relative, trusted friend or an agency to receive copies of notices should your account become overdue.

Support when you need it **211**

- ▶ When you need help — paying bills, feeding your family, finding health care and much more — remember **211**.

Find assistance when you need it

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

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. Visit ngrid.com/discount

The **Good Neighbor Energy Fund** may be able to help customers with energy bills who do not qualify for other assistance programs. Visit magoodneighbor.org or call **1-800-334-3047** (area codes 508, 617, 781 and 978) | **1-800-262-1320** (area code 413)

Budget Plan

For predictable monthly payments based on your usage, see if the Budget Plan is right for you.

► ngrid.com/hereforyou

Energy-savings spotlight

Shop our online Marketplace for instant rebates on energy-saving products for your home or business.

Seasonal savings tip

Use smart thermostats to easily program your thermostat and regulate the temperature of your home, no matter where you are.

► MassSave.com/store



More ways to save

A no-cost Home Energy Assessment can improve your home comfort and help you save. Get expert assistance, complimentary products and special offers tailored to your home.

► ngrid.com/assessment

Paying online

- Register for an online profile to pay from your checking or savings account.
- Pay by credit/debit card with Speedpay. Fees may apply.
- Set up automated payments from your bank account.

► ngrid.com/payonline

Our Communities. Our Commitment.



► ngrid.com/gridforgood

Paying in person

When paying your bill in person, use an authorized payment agency to ensure your payment is made on a timely basis and your account is credited properly.

Remember to bring your bill and keep your receipt.

► ngrid.com/billpay

Prevent cold stress

Older people, infants and people with chronic illness can be vulnerable to cold stress, even indoors. If you suspect hypothermia, seek immediate medical attention.

► ngrid.com/stormsafety



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.

這是一個重要的通知。請翻譯一下。

هذا إخطار مهم. نرجى ترجمته.

এটা একটা গুরুত্বপূর্ণ বার্তা। অনুগ্রহ করে এটা অনুবাদ করে ননি।

Sa a se yon avi enpòtan. Tanpri, fè li tradwi.

זעענדיק אַ באַריכטיקונג פון אַ זאַר אַ אַרעב