

national**grid**

We're here to help you move forward with confidence.

If you need extra support,
we have Payment Assistance
Programs and guidance.



Scan the QR code with
your mobile phone camera
to view this brochure in
different languages —
ngrid.com/grants



We're here to help.

We understand that managing your energy bill isn't always easy, especially now. If you need extra support, we have **Payment Assistance Programs** that can help—even if you've never qualified before.

Home Energy Assistance Program (HEAP)

This federally funded program helps income-eligible households pay their utility bills. Eligibility is based on household size and annual household income. To learn more, visit mass.gov/heatinghelp or call the Massachusetts Heat Line toll-free at **1-800-632-8175**.

Income-Eligible Discount Rate Program

Eligible customers may qualify for a discount on their electric and/or gas service based on household income and size or enrollment in an eligible assistance program, such as HEAP. Household income is defined as the combined gross income of all household members.

- Visit ngrid.com/discountrate to learn more.
- Apply online at ngrid.com/discountrateapp.

Income-Eligible Discount Rate

Tier	Income Level	MA Electric Discount Rate (R2)	MA Gas Heat Discount Rate (R4)	MA Gas Non Heat Discount Rate (R2)
1	0-100% FPL	91%	87%	90%
2	100-125% FPL	69%	56%	65%
3	125-150% FPL	62%	46%	57%
4	150-175% FPL	56%	36%	49%
5	175-200% FPL	49%	26%	42%
6	200% FPL-60% SMI	32%*	25%**	25%***

FPL = Federal Poverty Level
SMI = State Median Income

*29% beginning on 5/1/27.

**20% beginning on 5/1/27. 15% on 11/1/27.

***20% beginning on 5/1/27.



Budget Plan

Customers who are current on their energy bill can enroll to spread annual energy costs into 12 predictable monthly payments, removing highs and lows from month to month.

- To enroll, visit ngrid.com/billhelp or call **1-800-322-3223** (electric) or **1-800-233-5325** (gas).

The Arrears Management Program (AMP)

Eligible customers who have an overdue balance, or arrears, can reduce what is owed and stay on track with current payments through AMP.

Customers enrolled in an income-eligible discount rate with a balance of at least \$200 that is more than 60 days past due may qualify.

- To learn more, visit ngrid.com/moretime or call **1-866-580-7617**.

Payment Agreements

Allows customers with a past-due balance to enroll in a manageable monthly payment plan with an initial down payment.

- To enroll, visit ngrid.com/moretime or call **1-888-211-1313**.

Special Protections

Additional protections may be available for customers experiencing financial hardship, including households with infants, elderly residents, individuals who use life-sustaining medical equipment, or those with a serious illness.

- Visit **ngrid.com/ma-specialprotections** or call **1-888-211-1313**.

Residential Assistance to Families in Transition (RAFT)

Lends short-term financial assistance to income-eligible families who are at risk of becoming homeless and are behind on rent, mortgage payments, or utility bills. RAFT also helps families who have to move but do not have enough money to pay a security deposit, utility startup costs, or first and last months' rent.

- To learn more visit **<https://www.mass.gov/how-to/apply-for-raft-emergency-help-for-housing-costs>** or call **211**



Massachusetts Good Neighbor Energy Fund

Available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Household income must fall between 60 and 80 percent of the state's median income levels.

- For more information, visit: **www.magoodneighbor.org** or call **1-800-334-3047** (serving area codes 508, 617, 781, and 978) or **1-800-262-1320** (serving area code 413).

Our Consumer Advocates can help

Speak with a National Grid Consumer Advocate to learn about resources to manage your energy bill.

- Visit **ngrid.com/consumeradvocates** or call **1-800-322-3223** (electric) or **1-800-233-5325** (gas).
- Get support in-person at one of our Customer Assistance Events. View our upcoming event calendar **ngrid.com/maevent**.

For more information on all our bill assistance programs and services, visit **ngrid.com/hereforyou** or scan the QR code with your mobile phone camera.



Important contact information

Customer Service

Electric: 1-800-322-3223

Gas: 1-800-233-5325

Hearing/speech impaired customers: 711

Gas Emergency

911 or 1-800-233-5325

Visit My Account

View and pay your bill, change your account preferences and more!

ngrid.com/myaccount

Billing & Payment Options

Interested in going paperless? Learn more about payment options.

ngrid.com/mabillpay
1-800-322-3223

Understanding Your Bill

Learn more about the components that make up your bill.

ngrid.com/maaboutbill
1-800-322-3223

Electric Outages

Report an electric outage to National Grid.

ngrid.com/reportoutage
1-800-465-1212

Energy Saving Tips

Tips and tricks to help you save energy.

ngrid.com/masavingtips

Energy Efficiency Programs

Learn how to make your home more energy efficient and save!

ngrid.com/saveenergy

Rates

View current rates.

nationalgridus.com/MA-Home/bills-meters-and-rates/

Energy Supplier Options

Understand your supplier options.

nationalgridus.com/MA-Home/Energy-Choice/Choosing-Your-Supplier

170 Data Drive
Waltham, MA 02451

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