nationalgrid

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 by the customer, or household member 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	Electric Discount Rate	Gas Heat Discount Rate	Gas Non-Heat Discount Rate
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%*

***Important Information for Customers in Tier 6:** Customers in Tier 6 will receive a 32% electric discount and a 25% gas discount through April 30, 2027. Beginning May 1, 2027, the electric discount will be 29%, the gas non-heat discount will be 20%, and the gas heat discount will be 20%. Beginning November 1, 2027, the gas heat discount will be 15%.

FPL = Federal Poverty Level
SMI = State Median Income



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 their past-due balance 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

Get one-on-one help finding available assistance. 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/masavingstips

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

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