

Fall 2026

weconnect

Energy news for our electric customers in Massachusetts



We're Here for You This Fall

As temperatures begin to drop, we're here to help you stay comfortable and in control of your energy costs. Find practical energy-saving tips, bill assistance resources, and programs designed to support you throughout the heating season.

► ngrid.com/hereforyou

Upgrading Meters Across Massachusetts

As part of our commitment to modernizing the electric grid, we're replacing older electric meters with smart meters across the state. These upgrades will help improve service reliability and give you more ways to understand and manage your energy use.

► ngrid.com/smartmeter

Watch Our Bill Help Webinar

Our Consumer Advocates provide support to customers looking for help managing energy bills. Watch a recorded webinar to learn about assistance programs and services that may be available to you.

► ngrid.com/maevent

Turn Energy Insights Into Savings

Understanding how your home uses energy can help you make informed decisions. **Green Button Connect** gives you the option to securely share your energy usage data with trusted third-parties that can help you explore savings opportunities and plan future upgrades.

► ngrid.com/greenbutton

Customer Service:

1-800-322-3223



Stay storm-ready year-round.

► ngrid.com/stormsafety

Electric Emergency:

1-800-465-1212



To report an electric outage:

Text **REG** to **64734 (NGRID)**.

Data rates may apply

Access safety information, storm updates, and outage maps at

► ngrid.com/outagecentral

Special Protections May Be Available

If you're experiencing financial hardship, you may qualify for special protections based on your household's circumstances. This may include households with an infant, older adults, or someone with a serious illness.

► ngrid.com/mae-specialprotection

Paying Your Bill 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/mabillpay

Monthly Bill Discount May Be Available

We're committed to helping you manage your energy costs. If you're income eligible, you may qualify for a discounted electric rate that can help lower your monthly bill.

► ngrid.com/discountrate

Need Help Paying Your Energy Bill?

The Good Neighbor Energy Fund may be able to help if you don't qualify for other energy 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).

Take the Surprise Out of Monthly Bills

The Budget Plan spreads your energy costs throughout the year so you can count on more predictable monthly payments.

► ngrid.com/budgetplan

Your Energy Rate Matters

Did you know your rate can affect how you're billed for energy service? Take a moment to review your rate code, located on your bill below your account number, to confirm it's the right fit for your account.

► ngrid.com/servicerates

Seasonal Energy-Saving Tips

Small changes around your home can help improve comfort and reduce energy use this season.

- Check for and seal air leaks around windows and doors.
- Schedule heating system maintenance and replace filters regularly.

- Adjust your thermostat settings to match your schedule and the weather.



► ngrid.com/saveathome

Support Renewable Energy with GreenUpSM

Choose to match all or part of your electricity use with renewable energy from wind, solar, and hydroelectric sources while keeping National Grid as your supplier. See **Your Supplier Options** under **About Your Bill**.

► ngrid.com



Ways to View and Pay Your Bill

Access your bill online, enroll in paperless billing, set up automatic payments, and more.

► ngrid.com
select **Ways to Pay**

Investing in Our Communities

Through our Grid for Good program, we're helping strengthen communities by supporting local organizations, volunteer efforts, workforce development, and environmental initiatives.

► ngrid.com/gridforgood

Planning Changes to Your Property?

Please contact us before making changes that could affect your electric service. This may include service upgrades, demolition projects, or the installation of solar or other distributed energy resources.

► ngrid.com/ma-projects

Stay Alert to Scams



Scams can happen at any time. To protect yourself, learn more.

► ngrid.com/scam

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。
هذه ملاحظة هامة. يرجى ترجمتها.
এটি একটি গুরুত্বপূর্ণ বিজ্ঞপ্তি। অনুগ্রহ করে এটি অনুবাদ করে নিন।
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.
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