

Fall 2026

weconnect

Energy news for our gas 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, resources, and programs designed to support you throughout the heating season.

► ngrid.com/hereforyou

Financial Assistance May Be Available

We know that energy affordability is important. Depending on your household income and eligibility, you may qualify for bill discounts, grants, payment assistance, or other protections to help keep energy affordable.

► ngrid.com/billhelp

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

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:
1-800-233-5325



Special protection available for eligible households

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.

Please call us, or visit ngrid.com/mag-specialprotection

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 carbon monoxide 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.

► ngrid.com/gassafety

