



Assistance for our Massachusetts Customers

Not sure you can pay your next energy bill?

We can help.

If you need help, we're here for you.

If you have trouble paying your bill, we can help you with these programs and services:

Discount Rates

Get a discount of 32% off your electric bills and 25% off your natural gas bills if you:

- Receive Food Stamps/Supplemental Nutrition Assistance Program (SNAP), or
- Qualify for Fuel Assistance/Low Income Home Energy Assistance Program (LIHEAP), or
- Receive Supplemental Security Income (SSI), or
- Receive MassHealth (Medicaid), or
- Live in Public Housing, or
- Participate in the Women, Infants, and Children Nutrition Program (WIC)

You can apply for our discount rate at www.ngrid.com/madiscount. Click on Payment Assistance Programs to go to the Discount Rate Application link. You will need to provide proof of benefits such as a copy of your program I.D. card or certifying agency's acceptance letter.

You can also apply by calling **1-800-322-3223** for electric and **1-800-233-5325** for gas.

Fuel Assistance/ Home Energy Assistance Program (HEAP)

Fuel Assistance, also known as HEAP, is a federal grant program designed to help income-qualifying customers pay heating bills. Find out if your household is eligible.

► To learn more, visit ngrid.com/madiscount



Good Neighbor Energy Fund

The Good Neighbor Energy Fund helps you pay your heating bill if you are in temporary financial crisis, but are not income-eligible for HEAP.

Energy-Efficiency Opportunities

A no-cost energy assessment of your home can help you save energy and money, while making sure your home is safe and comfortable for you and your family. You may even qualify for a new no-cost, energy-efficient heating system, water heater, and appliances, plus home insulation and air sealing.

Learn more at www.ngrid.com/ma-income or call **1-866-537-7267** and select option 2.

Shut-Off Protection

Protections help keep your electricity and natural gas heat on if you have problems paying your energy bills and:

- Are elderly,
- Have an infant under 12 months old, or
- Have a serious illness.

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Payment Agreements

We offer a variety of payment plans to help you spread your past-due amount over manageable monthly installments. You still have options, even if your service has been shut off for non-payment.

The Forgiveness Program (also known as the Arrears Management Program or AMP) is an option if you are on the National Grid income-eligible discount rate, owe at least \$300, and are more than 60 days past due on your energy bill. You must agree to being placed on a budget plan, which helps balance out your energy costs across the year. If you make your current bill payments on time, a portion of your past-due balance is forgiven (up to a maximum of \$12,000 per year). For more information or to enroll, please call **1-888-211-1313** for electric service or **1-800-233-5325** for gas service.

Payment Options

A budget plan billing option spreads your projected annual energy costs into 12 predictable monthly payments, removing highs and lows in your bill from month to month.

National Grid offers many easy ways to pay your energy bills, including no-fee cash locations near your home. Other payment options include by mail or over the phone.

Or, consider paperless e-billing—you can put down the paper and pick up a convenient new way to receive and pay your bill online. There's even an option to schedule automatic, ongoing payments from your bank account.

Your Personal Energy Advocate

You are invited to speak with a National Grid Customer Advocate to talk about the ways you can manage your energy costs.

We look forward to discussing all available resources with you. For more information, please visit **www.ngrid.com/madiscount** or call **1-800-322-3223** for your electric service or **1-800-233-5325** for your gas service.

► To learn more, visit **ngrid.com/madiscount**

Energy Savings Tips

- Use ENERGY STAR® certified light bulbs, appliances, and electronics.
- Turn off lights, appliances, TVs, stereos, gaming systems, and computers when they are not in use.
- Unplug chargers, laptops, and any items with a remote control or “instant on” feature.
- Use the smallest pan possible for your stovetop cooking.
- Wash your clothes in cold water, and air dry them whenever possible.
- Turn off air conditioners or fans if a room is unoccupied.
- Keep your home from overheating or overcooling when you're away. If you're going to be at home, keep your thermostat at 78° F or higher in the summer (and in the winter, set it to 68° F or lower).
- Change your air conditioner's thermostat fan setting from “continuous” fan operation to “auto.”
- Clean your heating and cooling systems' filters every other month.

For More Information

Customer Service **1-800-322-3223** for Electric

1-800-233-5325 for Gas

Collections **1-888-211-1313** for Electric

1-800-233-5325 for Gas

Website **www.ngrid.com/madiscount**

E-Mail **customerservice@nationalgrid.com**

