



Assistance Options for Massachusetts

**Not sure you can pay
your next energy bill?**

We can help.

national**grid**

If you need help, there is hope.

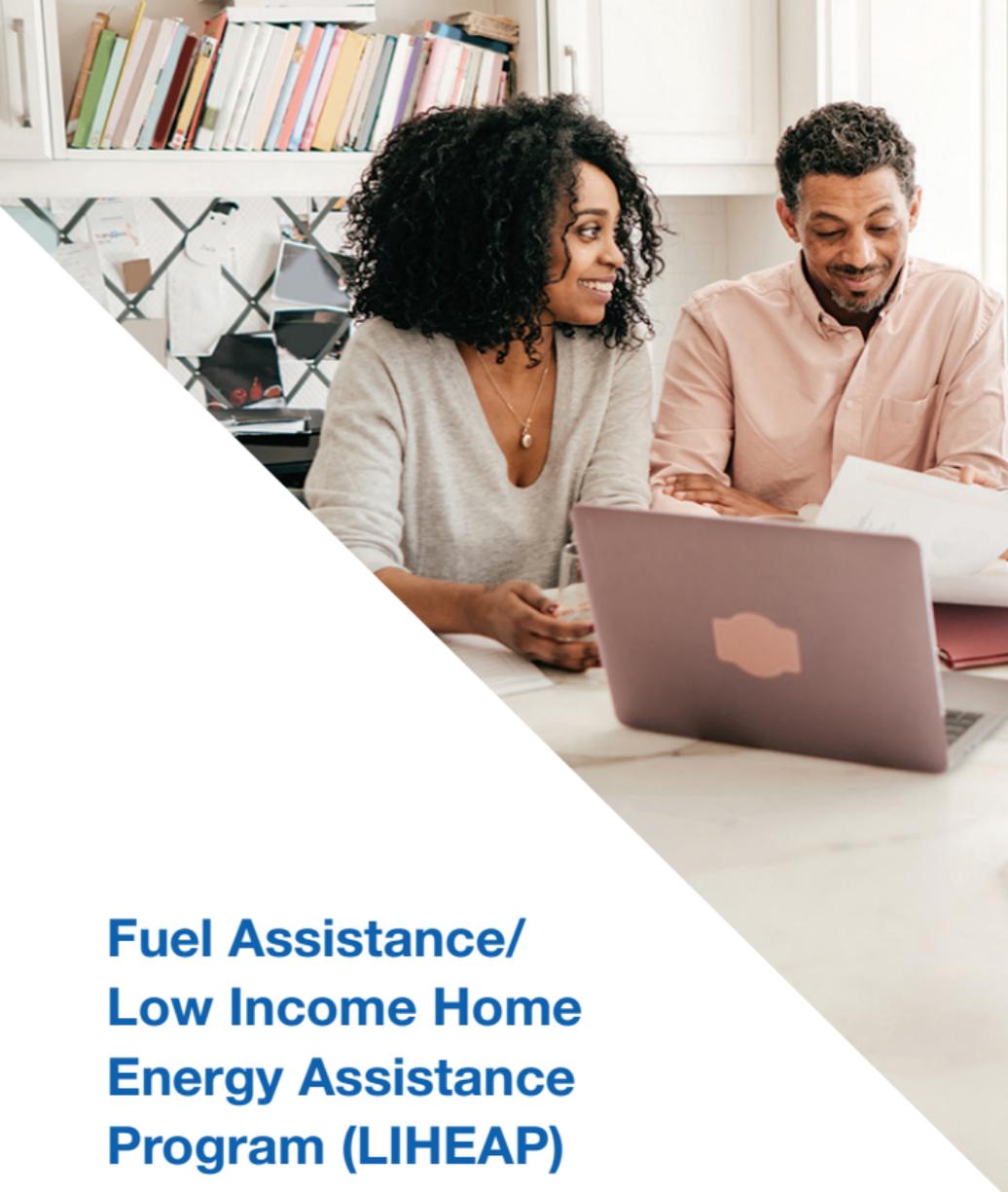
If you have trouble paying your bill, we can help you with these programs and services:

Discount Rates

Get a discount of up to 32% off your National Grid electric and 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)

Please apply for our discount rate via e-mail, mail, or fax and provide a confirmation letter from your assistance organization. Visit www.ngrid.com/madiscount or call **1-800-322-3223** to learn more.



Fuel Assistance/ Low Income Home Energy Assistance Program (LIHEAP)

Fuel Assistance, also known as LIHEAP, is a federal grant program designed to help with your energy bill when you need it most. Income-qualifying customers may be eligible for funding to pay heating bills.

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 LIHEAP.



Energy-Efficiency Opportunities

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



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.

Payment Agreements

You still have options, even if your service has been shut off for non-payment. Income eligible customers who meet the Forgiveness Program guidelines may be provided with a payment plan. If you make payments on time, part of your past due amount may be forgiven.



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.

**“I’m here
to help.”**

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**.

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

<i>Customer Service</i>	1-800-322-3223
<i>Collections</i>	1-888-211-1313
<i>Website</i>	www.ngrid.com/madiscount
<i>E-Mail</i>	customerservice@nationalgrid.com