Spring thaw and safe power.

As the weather warms up, we’re spending more time outdoors on yard work, gardening and home repairs. Remember on your list of “to-do’s” that safety always comes first.

Call before you dig.

Call 811 for the Dig Safe® center before starting any outdoor gardening. They notify all utilities to place warning markers on your property. Then you can safely avoid underground electric, gas, telephone, water, sewer and cable lines. Follow the markers carefully for your own safety and so you don’t hit or damage a line. It’s a free service.

Are you planting a new tree?

Choose a variety that grows less than 30 feet tall when you’re planting within 25 feet of overhead utility lines. Otherwise it could grow to interfere with power lines. Also, consider that your new tree can help with energy conservation by providing shade in the summer. Your local plant nursery can suggest trees and the best location for your yard. Visit www.nationalgridus.com/trees for more information.

Can you pay an easier way?

Check these different options for bill payment and see if they’re right for you:

- Paperless Billing quick as a click. Get an email each month when your bill is ready online. You can send us a check, or you can choose to pay online, too.
- Budget Plan smooths out your bills. With Budget Plan your monthly bills stay level, adjusted periodically to match your actual energy usage.
- DirectPay automatic bill paying. DirectPay draws payment directly from your bank account each month.

You’ll be notified in advance and still get monthly statements in the mail.

Easy payment by credit card. Forgot to get your check in the mail? Western Union Speedpay accepts your credit or debit card payment for a small fee.

Call the customer service number on your bill to sign up for any of these payment options or visit www.nationalgridus.com/paymentoptions.

Play it smart when paying your bill in person.

Some of our customers use bill payment agents we haven’t authorized. To protect yourself, please use caution when making your payment through a third-party bill payment service that is not authorized. Most important of all, always keep your receipt. For a list of authorized payment agencies where you can pay in person, visit www.nationalgridus.com or call Customer Service.

Electric Emergency: 1-800-465-1212
24 hrs/day • 7 days/week • 365 days/yr
As a large storm approaches, National Grid is gearing up for possible weather-related service interruptions. We’re adding additional crews for deployment to key areas of our service territory and readying equipment should power outages occur. We are also communicating our plans to communities and municipal officials throughout the storm area. As always, safety is our top priority.

If you depend on an electrical life-sustaining device, it is vital that you either call us at 1-800-322-3223 to have a form mailed to you or you can visit our website at www.nationalgridus.com and download the form.

Call 1-800-465-1212 to report your outage. Don’t expect neighbors to call. Maybe they are thinking you’ll call, and nobody does. If it is a larger storm and everyone in town is down, we would know about that. But if your immediate area has an outage, we need to know. Please call it in.

Be ready for the unexpected.

Feeds available for rebuilding after the 2011 tornado.

Start fresh. Start efficient. In addition to our energy efficiency programs, ReBuild Western Massachusetts funding could help you rebuild better and more energy efficient than before. There’s a great payoff. Using technologies like insulation, ENERGY STAR® doors and windows, high efficiency heating and hot water systems can save you money each month. And make your home more comfortable.

ReBuild Western Massachusetts also has money available for solar water heating and solar electric systems, through their Commonwealth Solar II program.

The ReBuild Western Mass program is sponsored by the Department of Energy Resources and the Mass Clean Energy Center. Call 1-877-524-1325 to find out how your rebuilding project can qualify for funding, or visit www.mass.gov/energy/ReBuildWesternMA for more information.

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Help us celebrate Arbor Day on April 27.

There’s no better time to appreciate trees than now. National Grid has won the National Arbor Day Foundation Tree Line USA award for 12 straight years. Learn about tree planting, selecting, proper location and more at www.nationalgridus.com.