



**Aviso importante. Faça favor de traduzir imediatamente.**  
**Avis important. Veuillez traduire immediatement.**  
**Aviso importante. Por favor tradúzcalo inmediatamente.**

## **Important Information For Massachusetts Residential Customers**

New England Gas Company, in compliance with the Massachusetts Department of Telecommunications and Energy, cross references our database of residential customers against a database of recipients of Transitional Assistance. This process determines whether a customer is eligible for a Residential Discount Rate and helps to ensure that all eligible customers receive a discounted rate. **If you are the “customer of record<sup>(1)</sup>” and you receive benefits from the Massachusetts Department of Transitional Assistance (DTA), you will be automatically enrolled in the Residential Discount Rate program.** This matching process replaces the paper application process for DTA recipients.

The Residential Discount Rate is a discount on natural gas service distribution rates, and it will not affect any other public assistance benefits you may receive. If you are receiving SSI, TAFDC, EAEDC, Food Stamps or Refugee Settlement benefits, your information will be transmitted to the Massachusetts Department of Transitional Assistance electronically for verification. You may be eligible for the Residential Discount Rate if you are receiving Massachusetts Health, Head Start, Public/Subsidized Housing, National School Lunch or Breakfast Program, Massachusetts Veteran's GLC 115 benefits, Improved Veterans Disability Pension or Dependency and Indemnity Compensation for Surviving Parents of Veterans benefits. To be eligible for the Residential Discount Rate, a customer's income cannot exceed 200% of the Federal Poverty Level guidelines.

If you do not want to be included in the DTA automated matching process, please call New England Gas Company at (800) 544-4944. New England Gas Company's customer service telephone hours are 7:30 AM to 6:30 PM, Monday through Friday. Beginning the weekend after Labor Day through the weekend preceding the Memorial Day holiday weekend, our Customer Contact Center will also be open on Saturdays from 7:30 AM to 4:00 PM.

**(1) You are the “customer of record” if your name appears on your utility bill.**