

# Important information about COVID-19

I GOT  
MY COVID-19  
VACCINE!



We are all looking forward to resuming normal life post-pandemic. To help towards this goal, the U.S. Centers for Disease Control and Prevention (CDC) recommends that everyone who is eligible to get a COVID-19 vaccine do so.

For information on how and where to get a vaccine, you can:

- Visit [vaccines.gov](https://www.vaccines.gov) (English) or [vacunas.gov](https://www.vacunas.gov) (Spanish) to search and find a vaccine near you.
- **Text your ZIP code** to 438-829 for English or to 822-862 for Spanish to receive three vaccine sites on your phone within seconds.
- Call the National COVID-19 Vaccination Assistance Hotline at **800.232.0233** for those who prefer to get information via phone call.

For up to date CDC guidance on precautions for both inside and outside activities, please visit the CDC's Choosing Safer Activities website at [cdc.gov/coronavirus/2019-ncov/daily-life-coping/participate-in-activities.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/participate-in-activities.html).

# We're here to help



We understand the financial burden that the COVID-19 pandemic has had on families and communities across the country. If you are struggling to make utility payments, we have resources available to help such as:

- **Budget Payment Plans** allow customers more affordable payments by averaging higher winter bills with lower summer bills. This helps to spread the cost of winter heating over the entire year.
- You may enter into an **Installment Payment Plan** to pay overdue charges. We allow a minimum of four months for you to pay overdue balances. (A down payment may be required.)
- The **Residential Arrearage Management Program (RAMP)** forgives past due bills for eligible residential customers with active accounts. Forgiveness credits are applied over time, on a monthly basis, and are conditional upon a monthly customer payment agreement.

Please visit [berkshiregas.com](https://berkshiregas.com) to learn about our assistance programs and services available to help you manage your energy bills and reduce your energy costs. Or call us at **800.292.5012** from 8 a.m. to 5 p.m. Monday through Friday to speak with a Customer Care representative about your options.

Other resources: Call **800.632.8175** or visit [mass.gov/hed/community/energy/](https://mass.gov/hed/community/energy/)



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