

# Upstate New York

National Grid

Nov/Dec

# ENERGY IN ACTION

for our gas and electric customers

# 2008

### This issue

- ▶ Save on your energy bill
- ▶ Manage “peaks and valleys”
- ▶ Get help from HEAP

## Put our new natural gas energy efficiency programs to work this winter.

Just as the heating season has begun, it's time to think about how to make your home more energy efficient and save on your energy bill. It has now gotten a bit easier—with the new natural gas energy efficiency programs for residential and commercial customers.

You will find incentives to install high-efficiency, natural gas space and water heating equipment and controls, as well as rebates for ENERGY STAR® products—you'll stay warmer and reduce your annual fuel consumption by 25 to 40% by installing high-efficiency heating equipment.

Call **1-800-292-2032** for information on our energy efficiency programs, or visit **[www.thinksmarthinkgreen.com/rebates](http://www.thinksmarthinkgreen.com/rebates)** for more ideas, free online energy analysis and rebates.

Residential gas customers can try our online energy analyzer at **[www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com)**—for a quick and easy way to evaluate your

energy use and find ways to save energy—plus you can receive customized tips to improve comfort and save money too!

Our in-home audit is the next step to receive recommendations for improving efficiencies based on a thorough evaluation of your home. Call **1-877-NYSMART (1-877-697-6278)** to schedule an audit.



## Your small actions can lead to big results.

Changing to fluorescent light bulbs is an easy and cost-efficient way for you to reduce your energy consumption.

If every U.S. household changed just one light bulb to an ENERGY STAR® compact fluorescent bulb, we'd save more than \$18 million in annual energy costs and prevent greenhouse gases equivalent to the emissions of more than 18 million cars.

ENERGY STAR® qualified lighting lowers energy costs and helps protect our natural resources by using less electricity and reducing CO<sub>2</sub> emissions.

Saving energy and the environment go hand in hand. Recycling used compact fluorescent bulbs further protects the environment and preserves natural resources. Visit **[www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com)** for more information.

Save time. Save trees. Get and pay bills online @ **[www.nationalgridus.com/payonline](http://www.nationalgridus.com/payonline)**

**nationalgrid**

The power of action.

## Discover the power of action at floe.

We all have the power of action. Explore how your carbon savings impact the environment and your energy bill by visiting [www.nationalgrid.com/floe](http://www.nationalgrid.com/floe).



By answering a few questions, you'll be able to see how simple changes in your daily life can help reduce your carbon footprint and save money on your energy bill. Take action to save on energy costs and learn how the choices you make at home determine how much energy you use and how that energy use impacts the environment.

To learn more about floe and the impact of your energy choices go to [www.nationalgrid.com/floe](http://www.nationalgrid.com/floe).

## Take the "peaks and valleys" out of paying your energy bills.

To better manage your energy costs, consider our Budget Plan which spreads out your annual energy costs over a full year to lessen the impact of high seasonal bills. How does it work? National Grid looks at your energy use over the past 12 months and other factors to estimate your monthly payment going forward. This amount is reviewed every three months and adjusted—up or down—as needed, to prevent you from having a large credit or balance due at the end of your Budget Plan year. You pay only for the energy you use.

There are no fees to join, and you may cancel at any time.

For more information regarding this plan and other payment options, please go to [www.nationalgridus.com/paymentoptions](http://www.nationalgridus.com/paymentoptions).



## HEAP helps with home heating.

Every year, the federally funded Home Energy Assistance Program (HEAP) assists income-eligible families in paying their energy bills.

HEAP payments vary depending on household income, household composition and heating fuel costs in relation to income.

If your household receives public assistance (Family Assistance or Safety Net), Supplemental Security Income (SSI), or food stamps, you are probably eligible for HEAP benefits. If your household is not receiving public assistance, you may be eligible if your gross monthly household income is at or

below income guidelines for your household size. Eligibility is determined by your county Department of Social Services.

If you're 59 or under and applying for the first time, call your county Department of Social Services. If over 60, call your local New York State Office for the Aging. You can also call the HEAP hotline at **1-800-342-3009**.

HEAP funding is limited, therefore, if you feel you may qualify for the funds, please contact HEAP immediately—applications are being accepted beginning now for the 2008-2009 heating season.

## Your energy bill. The difference between supply and delivery costs.

With the increasing costs of energy, you probably have an increased interest in what makes up your utility bill. It may help to think of your bill as your "mostly" gas and/or electric bill, since most of your annual cost is for the actual natural gas and/or electricity you use. This supply cost is passed along directly to you—at the price that we pay—from the companies that sell us the electricity and natural gas.

The other cost is to deliver the natural gas and electricity to your home. These delivery costs are for operating and maintenance costs, taxes and other consumer programs and services.

All costs that appear on your bill are regulated, and are carefully formulated to ensure that the company delivers electricity and natural gas safely, reliably and efficiently.

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Avis important. Veuillez traduire immédiatement.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.