

# Upstate New York

National Grid

July/August

# ENERGY IN ACTION

for our electric and gas customers

# 2008

This issue

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## Putting the Power of Action to Work

This past May, National Grid launched a new brand position focused more on what we do, and what we help customers do to take charge of their energy use, manage its impact on the environment, and make a difference – we call that “The power of action”. Our newly designed customer newsletter is now called “Energy in Action”. Use it as a resource to help you use energy safely and efficiently as well as learn about the many programs and services we offer to help you manage your account.

As we seek the best solutions to address climate change and rising energy prices, we know you are also looking for ways to manage energy costs. National Grid is ready to step up and be a leader, not only by its own actions,

but by the actions it encourages others to take, helping our customers to simply and effectively put “The power of action” to work in their own lives. We’ve even provided an interactive guide, named Floe, who will show you how the actions you take can affect not only your home, but our planet. Visit [www.nationalgrid.com/floe](http://www.nationalgrid.com/floe) to learn more.



## Keep Cool for Less This Summer

We know it can be difficult to keep cool in the summer heat while still managing energy costs.

Here are some easy and helpful tips to follow:

- ▶ Check the filter at least once a month during the warm season and clean it as needed.
- ▶ Use the fan setting at night when the air outside is cool, or open a window and leave the air conditioner off. Keep windows closed whenever the air conditioner is on.
- ▶ Use the air conditioner's timer and set it to turn on no more than 30 minutes before you expect to return home.
- ▶ The lower you set your temperature, the more it will cost. For example, a 75° setting will cost about 18 percent more than a 78° setting.
- ▶ Plant hollyhocks, clematis vines or other shade-producing plants in front of east and west facing windows to reduce the need for air conditioning.



When buying a new room air conditioner, get the right size, which may be smaller than you think. A properly sized unit cools more effectively and costs less to operate. And look for the ENERGY STAR® label; they use 10 percent less energy than conventional models. For more information see [www.getenergysmart.org](http://www.getenergysmart.org) or call 1-877-NY-SMART (1-877-697-6278). For more energy saving tips, visit [www.energysavers.gov](http://www.energysavers.gov).

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

**nationalgrid**

The power of action.

# Stay Alert to Signs of Heat Stress

Staying cool and safe when temperatures and humidity are high is important, especially for elderly people, young children and people with chronic illnesses.

As summer temperatures rise, watch for the following signs that a heat-stress condition requires medical attention:

- ▶ Dizziness or overwhelming weakness
- ▶ Chest pain or rapid heartbeat
- ▶ Nausea, cramps or diarrhea
- ▶ Throbbing headache
- ▶ Dry skin (no sweating)
- ▶ Problems breathing

To prevent heat stress, remember:

- ▶ Drink liquids before you become thirsty, but avoid drinks containing alcohol or caffeine.
- ▶ Take cool showers, and let the air dry you.
- ▶ Wear light, loose-fitting clothing and wide-brimmed hat.
- ▶ Avoid prolonged, strenuous outdoor activity.
- ▶ Spend time in air-conditioned places such as shopping malls, libraries, theaters and senior centers.
- ▶ Stay in regular contact with a friend or relative, especially if you live alone. That way you'll both have help if you develop a heat-related problem.

## Reporting a Power Outage

To protect your home and family, make sure your household is prepared for power outages. Start by posting National Grid's power outage number on or near your phone: **1-800-867-5222**.

To report a power outage in your neighborhood, call us any time. This number also provides you with updates on expected service restoration.

If you hear a taped message telling you we are aware of the outage in your area, you may hang up or stay on the line. If you stay on the line, we'll answer your call in turn as soon as possible. Please be prepared to give a phone

number where we may reach you as well as your address, including the closest intersection. Any additional information you have, such as the location of downed lines or utility poles, can help us determine the extent of the outage.

For more information, see **www.nationalgridus.com/poweroutage** for our



brochure *How to Prepare for and Respond to Power Outages*. If you don't have Internet access, copies are available by calling **1-800-642-4272**.

## Performance Targets Result in Customer Credit

National Grid places a priority on customer service and reliability. As part of our current upstate New York rate plan, we have specific customer service and reliability goals that are measured annually and are subject to financial penalties if specific targets are not met.

Your July National Grid bill will contain a credit depending on what type of service you receive from the Company. If you receive both your electric and gas service from National Grid, you will receive a credit of \$8.76 for electric and \$0.37 for gas, if you receive electric service only from National Grid, you will receive a credit of \$8.76, and if you receive gas service only from National Grid you will receive a credit of \$0.37. This credit will be reflected as a separate line item under the electric basic service charge and, if applicable, a separate line item in the gas delivery portion of

your bill. This credit is a result of National Grid's service quality performance in 2007, during which we did not meet our reliability target measuring the frequency of electric service interruptions to the average customer and our target measuring residential customer transactional satisfaction.

Although there are a number of factors that contributed to our reliability results, and no one action will correct it, we are committed to improving our results. As part of this, we expect to continue our five-year investment of more than \$1.4 billion in our upstate New York system through 2011. We have recently invested more than \$270 million in Transmission and Distribution in upstate New York toward that five-year commitment, all aimed at providing safe and reliable service.

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Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG  
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Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.