

Upstate New York

National Grid

Sept/Oct

ENERGY IN ACTION

for our gas and electric customers

2008

This issue

- ▶ Choose GreenUp
- ▶ Pay bills online
- ▶ Help when you need it

Support Renewable Energy, Choose GreenUp

National Grid's GreenUp program lets you support a cleaner environment by buying renewable energy sources with little or no pollution—including wind, solar, bioenergy (such as landfill gas) and low-impact hydroelectric.

Once you're enrolled, a monthly surcharge is remitted to your GreenUp provider for your renewable energy; the charge appears as a separate line item on your National Grid bill. Based on the option you choose, all or part of your total monthly electricity usage will come

from renewable sources, for just a few dollars extra per month.

No matter which option you choose, National Grid will continue to deliver your electricity and provide customer service, including emergency response.

To enroll, simply complete and return the enclosed enrollment card, indicating your choice of GreenUp provider. For more information, visit www.nationalgridus.com/greenenergy. If you have previously enrolled, no action is required.



Tips to Make Your Home Winter Ready

To use energy more efficiently—and save on home heating costs—take steps now to prepare your home and heating system for winter. These actions will help ensure that you have heat when you need it and protect you from deadly carbon monoxide buildup:

Before the heating season starts, have your heating system checked by a qualified service technician. This should be done every two years. (Never try to repair your heating system yourself.)

- ▶ Have your furnace chimney flue, space heaters, water heater and fireplace checked.
- ▶ Clear space around heat registers, appliance vents and exhaust ducts.
- ▶ Clear chimneys and vents of bird or squirrel nests, leaves and other debris.
- ▶ Make sure that the exhaust and air intake vents of natural gas appliances are not blocked. These vents, which are located on the roof, and on the ground around the outside foundation walls for direct-vent gas appliances, should be kept clear of snow and debris.
- ▶ Seal any holes or cracks that let in cold air. Caulk around windows and replace any broken panes on storm doors and windows. Weatherstrip around doorframes.
- ▶ Check insulation in your attic, walls, ceilings and floors, and add insulation as needed where you can.
- ▶ Remove window air-conditioning units to reduce drafts during the cold months. If this isn't possible, cover all sides of the unit with plastic.

For more ways to save on winter energy bills, visit www.nationalgridus.com.

Save time. Save trees. Get and pay bills online @ www.nationalgridus.com/payonline!

nationalgrid

The power of action.

Stay Safe from Carbon Monoxide

Recognizing the symptoms of carbon monoxide poisoning—and knowing what to do in an emergency—can be real lifesavers, especially during the heating season.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. It's the byproduct of the incomplete burning of fuels such as natural gas, butane, propane, wood, coal, heating oil, kerosene and gasoline.

Common sources include malfunctioning forced-air furnaces, kerosene space heaters and natural gas ranges. Other sources include wood stoves, charcoal grills, motor vehicle engines and fireplaces.

During the heating season when windows and doors are tightly shut, fresh air is sealed out, allowing any carbon monoxide that may be present to build up over time.

The symptoms of carbon monoxide poisoning are similar to those of the flu. Depending upon the amount of carbon monoxide in the air and length of exposure, symptoms may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control.

If you suspect carbon monoxide is present in your home, go outside immediately and breathe deeply; then call **911**. If symptoms are severe, get medical attention right away.

Here are some tips to protect you and your family:

- ▶ Install UL-listed home carbon monoxide detectors.
- ▶ Arrange for an annual check of your heating system by a licensed professional heating contractor. If you haven't had your heating system inspected yet, call now.
- ▶ Check chimneys or flues for debris, bird nests or other blockages, and have them cleaned periodically.
- ▶ If your furnace vents in a way other than through a chimney, make sure that the vent is clear of leaves, other debris, and snow and ice.
- ▶ Be sure space heaters and wood stoves are in good condition, have adequate ventilation and are used in strict compliance with manufacturer's instructions.
- ▶ NEVER use a gas range for heating, burn coal or charcoal in an enclosed space, or leave a car idling in a closed garage.
- ▶ If you use a back-up electricity generator, install it outside. Open windows do not provide sufficient ventilation to safely operate a generator indoors.

For additional safety information, go to the National Grid www.nationalgridus.com.

What You Should Do if You Suspect a Gas Leak

- ▶ Move to a safe environment.
- ▶ Call us immediately at **1-800-892-2345**.
- ▶ Do Not smoke or operate electrical switches or appliances. These items may produce a spark that might ignite the gas and cause an explosion.
- ▶ Do Not assume someone else will report the condition.
- ▶ Provide the exact location, including cross streets.
- ▶ Let us know if sewer construction or digging activities are going on in the area.

Save Time, Save Trees—Get and Pay Bills Online

Enroll in our free, paperless billing program and, in one business day, you can pay your bill online through your checking or savings account.

- ▶ We'll send you an email when your bill is ready.
- ▶ Pay your bill anywhere you have internet access.
- ▶ You'll help the environment—you will no longer receive a paper bill.

To enroll in our program or to get additional information, please call **1-800-642-4272** or go directly to www.nationalgridus.com/paymentoptions.



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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.