



In This Issue:

- ◆ We're changing our hours.
- ◆ Spreading the gift of warmth.
- ◆ Be alert and keep safe from carbon monoxide.

nationalgrid

energy in action

for our **gas customers**

We're changing our hours to serve you better.

To align with customer demand, the business hours of our New England Customer Service Call Center will soon change.

Effective January 2, 2012, the new hours will be **Monday through Friday 7 a.m. to 5 p.m.**

If you have a general inquiry, please call us at **1-800-870-1664**.

As always, emergency support is available 24 hours a day, seven days a week.

In an emergency, please call us at **1-800-640-1595**. Customers can always visit our website at **www.nationalgrid.com**.



Good Neighbor Energy Fund Spreads the Gift of Warmth.

If you are unable to pay your gas bill, you may qualify to receive help from the *Good Neighbor Energy Fund*, which is administered through the Salvation Army. If you need help, contact your nearest Salvation Army chapter office. Being a good neighbor is easy too. You can help National Grid help others facing financial hardship this winter. Look for the convenient donation envelopes enclosed with your utility bills, or contact the Salvation Army. To find out how you can help spread the gift of warmth, please call **1-401-490-0240**.

Let it snow, but brush off the ice.

Snowy winters and freezing temperatures are common in our area, but icy conditions make it a different matter altogether. Ice and snow build-up around the fresh air and exhaust vents for gas appliances may result in equipment malfunction, and could possibly create a hazardous situation with carbon monoxide. Icy walkways make it difficult for us to read your meter and pose a safety hazard for everyone. Keep your walkways clear of ice and snow. Icicles on overhangs near the meter can fall and damage the meter and pipes. Be sure to

remove them regularly. And don't forget to mark your meter if it's located near a snowplow path.

Thanks very much for your courtesy.



Gas Emergency: 1-800-640-1595

24 hrs/day ◆ 7 days/week ◆ 365 days/yr

nationalgrid

Don't sleep on carbon monoxide, the silent killer.

Be alert and keep your home safe this winter from carbon monoxide poisoning. Carbon monoxide gas is produced whenever any fuel, such as gas, oil, kerosene, wood or charcoal is burned. Due to its odorless and colorless nature, many people aren't aware that they are inhaling carbon monoxide and the results are sometimes fatal. Known as the silent killer, carbon monoxide is responsible for hundreds of accidental deaths each year.

What you can do.

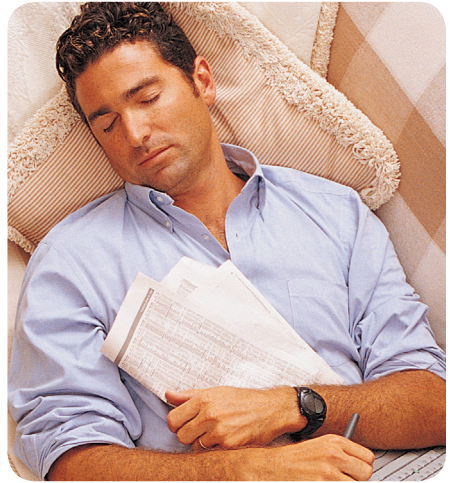
Protect yourself and your family by installing ANSI/UL-approved carbon monoxide detectors near bedrooms. All heating equipment and appliances should be checked by a professional yearly.

Symptoms of carbon monoxide poisoning:

- ◆ flu-like symptoms
- ◆ headache
- ◆ dizziness

- ◆ nausea
- ◆ confusion
- ◆ fainting

If you suspect carbon monoxide exposure, leave the house immediately. Call **911** and do not return to your home until authorities say it's safe.



Don't use gas pipes as clothes lines.

For your safety, never hang clothing (or anything else) from gas pipes. The added weight of clothing (especially wet clothing) can weaken or break joints or fittings.

Balance your payments with our budget plan.

Is it time to get on a budget? Are you looking for an easier way to manage your energy costs? It may be time to consider our *Budget Plan*. With the *Budget Plan*, your annual gas costs will be spread out over a full year to lessen the impact of your higher heating season bills. Based on your gas use history and other factors we estimate your total cost over the next year, and simply divide it into 12 manageable, monthly payments. We'll review it during the year and make adjustments if necessary—up or down—to prevent you from having a large credit or balance due at the end of your *Budget Plan* year. It will never cost you any more or less than standard billing, and you may cancel at any time. For more information, visit **www.nationalgrid.com** or call **1-800-870-1664**.

Don't forget about dryer safety this winter.

Most people remember to throw a dryer sheet into the clothes dryer when they put in a load of laundry. But how often do you remember to clean lint from the dryer vents and traps? Clothes dryers account for nearly 15,000 home fires every year. Failure to clean lint from the dryer trap, vents and other areas is also the leading cause in reduced energy efficiency and increased safety risks. To prevent lint build-up, try

to clean these areas weekly. Most dryer vents should be inspected every 2–3 years.

Here are some additional tips:

- ◆ Replace plastic or vinyl exhaust hoses with rigid or flexible metal venting.
- ◆ Avoid drying clothing/fabric on which there is anything flammable. Flammable substances give off vapors that could ignite or explode.
- ◆ Have the dryer interior and venting system periodically cleaned by qualified service technicians.
- ◆ Always read the manufacturers' warnings on manuals and inside of the dryer lids. They take minutes to read, but can save your life.



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

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

Questa è un'informazione importante.
Si prega di tradurla.