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**nationalgrid**

# energy in action

for our **electric customers**

## Less paper. More satisfaction in doing the right thing.

Did you know that the average homeowner pays approximately 13 bills each month?

And each bill arrives in an envelope; each envelope contains a statement; each statement requires a check, which requires another envelope, which requires a stamp. If National Grid customers did all their billing online, the annual CO<sub>2</sub> savings would be the equivalent of planting over 1 million trees. That's over 350 acres!



Enroll in our paperless program for the ease and safety of receiving your energy bill via email. You can pay online too for even greater convenience and security! By participating in something as simple as paperless billing, your positive impact on the environment can and will be felt. For more information or to sign up, go to [www.nationalgridus.com/paperless](http://www.nationalgridus.com/paperless).

## Get the information you need if a storm causes a power outage.

Despite every effort to prevent an outage, we know that a winter storm can occasionally knock out power to your home. When that happens, our first thought is restoring power as quickly and safely as possible. We also want to keep you informed on the progress of our restoration efforts.

In the event of a power outage, National Grid has an interactive online tool — **Outage Central** — that can provide restoration and other important information. It also allows you to report an outage, see exactly where outages have occurred, and get updates on anticipated restoration times.



You can also access this online service for state-wide messaging on storm and power conditions in your area and information on where you can find shelters should you need one.

To learn more about these features, please visit [www.nationalgridus.com](http://www.nationalgridus.com), click on your state, then on the link to Outage Central.

## Concerned about payments? We're here to help.

Do you need help paying your National Grid bill? We work with customers to arrange mutually agreeable payment plans on past-due accounts and current bills. Please call us at **1-888-211-1313** to see if we can help you with those past-due energy bills.

**Electric Emergency: 1-800-465-1212**

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

**nationalgrid**

The power of action.™

## Protect yourself and your loved ones from cold stress.

This time of year, dealing with the cold is an everyday occurrence. But when exposure causes the body's temperature to fall below 95 degrees, a condition known as "cold stress" occurs.

It's a particular risk for older people, infants and the chronically ill and it exists even indoors when room temperatures are below 70 degrees for extended periods. If you or someone in your care is having difficulty in speaking or moving, slowed breathing, drowsiness, a puffy

or swollen face, sudden change in appearance or behavior, trembling in an arm, leg or on one side, cold and stiff muscles or difficulty with coordination and balance, seek immediate medical treatment.

To prevent cold stress, wear a hat, scarf, mittens instead of gloves and layers of loose-fitting clothing when outside. At night, wear a warm nightgown or pajamas and socks, and put extra blankets on your bed.

## Caring starts at home.

If you cannot afford to pay your energy bill and are experiencing some sort of emergency financial hardship, but are unable to qualify for other government-funded energy assistance programs, you may qualify to receive help:

### For Massachusetts customers:

Good Neighbor Energy Fund, administered through the Salvation Army: **1-800-334-3047** (area codes: 617, 508, 781 or 978) or **1-800-262-1320** (area code: 413).

### For Rhode Island customers:

Good Neighbor Energy Fund, Administered through the Salvation Army: **1-401-421-0956**.

### For New Hampshire customers:

Neighbor Helping Neighbor. Contact your local Community Action Agency or go to **www.nationalgridus.com** for a listing of contact numbers by county.

To donate to any of these charities, please look for envelopes with your energy bills, or log on to **www.nationalgridus.com** to find out how you can make a donation.



## Our energy efficiency programs can save you money.

Taking action now can save on energy costs. Learn how the choices you make at home determine how much you pay for energy. You can also learn about the programs and services we offer, renewable energy, energy savings tips, rebates and incentives.

Get seasonal advice to help you save money on your energy bills — winter, spring, summer or fall.

To learn more about our energy efficiency programs, visit **www.powerfaction.com** and start saving today!

## Reach out to a loved one.



If you have a friend or relative who occasionally neglects bills, we can help you help them with our Third Party Notification program. Any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should the account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem. This service provides helpful protection during times of extended absences from home or during illness. To sign up for Third Party Notification, call us at **1-800-322-3223** or fill out the application online at **www.nationalgridus.com**.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sírvase mandarlo traducir.  
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.

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

