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nationalgrid

energy in action

for our **electric customers**

Help others if you can.

Many of our customers need help paying their energy bill. If you can make a donation, please use the gift envelope that comes with your utility bill.

Here's help if you need it.

The following programs may help.

In Massachusetts, the **Good Neighbor Energy Fund** helps customers who may not qualify for other financial assistance programs. Visit www.magoodneighbor.org for more information, or call the Salvation Army in Eastern Massachusetts at **1-800-334-3047**. In Western Massachusetts, call **1-800-262-1320**.

In New Hampshire the **Neighbor Helping Neighbor Fund** may help limited income households not eligible for Fuel Assistance. This is a private charitable fund that provides assistance to customers whose income is above the Fuel Assistance guidelines. Apply at your local Community Action Agency.

The **Rhode Island Good Neighbor Energy Fund** provides assistance to

residents in temporary crisis who cannot pay their energy bill and are not income eligible for LIHEAP funds. The maximum grant is \$400, once per heating season. For more information visit www.rigoodneighbor.com or call **1-401-831-1119**.



For more information about any of these programs go to www.nationalgridus.com, choose your region and click on "Payment Assistance Programs."

For customers who often forget.

You can step up and remind a friend or relative that their energy bill is due. With **Third Party Notification**, a customer chooses someone to receive notice if their account is overdue. The chosen person is not responsible for the bill. They act as an extra reminder, helping during an extended absence or illness. To join our *Third Party Notification* program, call **1-800-322-3223**.

Ice not nice to meters and readers.

Freezing temperatures won't stop us from reading your meter. But a slippery walkway can. So please keep the path to your gas meter clear of snow and ice. Remove snow piles and icicles from overhangs near the meter. They could fall and damage the meter and pipes. And be sure to mark your meter if it's located near a snowplow path.

Thanks very much for your courtesy.



Let's connect for money-saving tips, rebates and special promotions. When you provide us with your email address, we can share information that can help you save on your monthly energy bills. Visit www.nationalgridus.com/connecttoday to sign up.

Electric Emergency: **1-800-465-1212**
24 hrs/day ◆ 7 days/week ◆ 365 days/yr

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THE POWER OF ACTION

Stay warmer this winter – using less energy!

Just follow the proven steps below. Then watch energy efficiency pay you back in comfort and energy savings.

- 1)** Heating a home takes up 30% of the energy bill. So why not **heat less home?** Close heating vents and doors to the rooms you are not using. Heat only rooms in your home you do use.
- 2)** If you have windows, you can **use solar energy.** Open shades and curtains on sunny windows for the heat, and close them for extra insulation at night. Take advantage of solar energy – it's free!
- 3)** Wear a warm sweater and **lower your thermostat.** Every degree under 70° saves 5% on your energy costs. Try 68° for daytime and 55° when sleeping under lots of blankets at night.
- 4)** Hang onto your heated air by **sealing all air leaks.** Check carefully for drafts at window and doorframes, plumbing and electrical fixtures. Seal gaps with expanding foam and use caulking for cracks.
- 5)** Keep your energy system in peak condition using **clean air filters and ducts.** It uses more energy to push heated air through dirty elements. Clean or change out your furnace air filter. Have a professional clean ductwork.

How your dryer turns dangerous.

Over time, dryer lint can collect in exhaust vents and may create a fire hazard. That's why your clothes dryer should be properly maintained; for both energy efficiency and safety reasons. Inspecting and cleaning your dryer vent needs to be done every two to three years. Here's what to look for:

- ◆ Your dryer vent may be clogged if you have *long dry times* for heavy clothes like jeans or towels, or if your *clothes feel hotter* than usual at the end of the cycle.
- ◆ Remove the lint in the exhaust pipe and rear of your dryer *regularly*. Use a professional duct-cleaning service if you cannot do the job yourself.
- ◆ A torn lint filter should be replaced *immediately*.
- ◆ To prevent lint build-up, the outside vent *should not* be covered with wire screen or cloth.

and three more cautions

- ◆ Never dry synthetic materials that were used to wipe up *flammable liquids*, even if they were washed.
- ◆ Softener sheets can coat and clog your lint filter screen with an invisible film. Scrub the screen with hot soapy water every six months.
- ◆ Never let your clothes dryer run while you are out of the house or asleep.



Cold Stress Wrap-Up.

Older people, infants and those weakened by chronic illness are more at risk of cold stress (hypothermia.) They might even suffer indoors, if the temperature gets below 70°. If you know someone like that, give them a call to check up on them. Have a friend, neighbor or family member call daily if you're susceptible, too.

Symptoms of hypothermia

When any of the following symptoms are noticed during cool or cold conditions, suspect hypothermia.

- ◆ A sudden change in appearance or behavior
- ◆ Skin that is cool to the touch
- ◆ Drowsiness and difficulty speaking

- ◆ Cold and stiff muscles
- ◆ Shivering
- ◆ Chest pain
- ◆ Slowed breathing
- ◆ A puffy or swollen face
- ◆ Trembling in an arm, leg or on one side of the body
- ◆ Difficulty with coordination and balance

What to do if you suspect hypothermia:

- ◆ Call a doctor, ambulance or rescue squad
- ◆ Handle the person very gently, wrapping them with quilts, blankets or towels
- ◆ Cover the person's head or neck

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.