

# New England

July/August

National Grid

# ENERGY IN ACTION

for our electric customers

This issue

- ▶ Avoid overhead power lines
- ▶ Be aware of heat stress
- ▶ Keep informed with E-Action

# 2009

## When doing home repairs, stay safe. Avoid overhead power lines.

National Grid would like to offer safety tips to homeowners and contractors in regards to home repair.

Here is some important safety information to help you:

- ▶ When working outdoors, stay at least 10 feet away from overhead electrical power lines.

Transmission or high-voltage lines require an even greater clearance.

- ▶ Do not use an aluminum or a damp wooden ladder within 10 feet of power lines, it could lead to electrocution or shock as metal and moisture conduct electricity.

- ▶ Do not use scaffolding near a power line, it could sway into the line and energize the entire structure.
- ▶ Be especially careful when installing metal siding, gutters, antennas, etc., which can be blown into power line while being raised into place.

For more information regarding safety, visit [www.nationalgridus.com/safety](http://www.nationalgridus.com/safety).



## Know what happens if a storm knocks out power.

Despite preventive maintenance, summer storms can knock out power on occasion. After a storm, if you have lost power, and are waiting for your power to return, please follow all safety guidelines and know that we're doing everything we can to restore your electric service as quickly as possible.

Even if you don't see us on your street, we may be working in other areas that may be affecting your power outage.

National Grid emergency crews follow a time-tested plan to begin restoring service as safely and quickly as conditions will allow.

We begin by restoring electricity that affects the most number of customers at once and restore critical customers—such as, hospital and public safety facilities—continuing with local substations and work through the smaller affected areas until all our customers' power has been restored.

Please go to [www.nationalgridus.com/poweroutage](http://www.nationalgridus.com/poweroutage) anytime for our brochure on *How to Prepare for and Respond to Power Outages*.


To report a power outage, please call **1-800-465-1212**.

## Help ensure safer working conditions.

We need your help. National Grid would like to remind drivers to be conscious of the safety of utility crews working in your community. Although our crews are trained in work-zone safety, wear high-visibility clothing, use station cones and warning signs near worksite,

inattentive motorists can threaten the safety of you and our workers.

We ask that you be alert and pay attention to road construction signs and work areas to ensure the safety of everyone. Thank you!

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

**nationalgrid**

The power of action.™

# Stay cool and be aware of heat stress signs.

As summer temperatures soar, staying cool and safe is important, especially for elderly people, young children and people with chronic illnesses.

Be sure to watch for the following signs that a heat-stress condition may require 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.

## Increase efficiency as much as 20% and save on your energy bills.\*

Did you know that you can increase your heating and cooling system's efficiency as much as 20 percent with sealing and insulating ducts?

National Grid, along with *Cool Smart*, have teamed up together to offer electric customers energy efficiency program rebates for their heating and cooling systems. You'll be reducing your energy consumption and saving money at the same time.

\*not available in New Hampshire

To find out more about energy efficiency programs and rebates being offered, please go to [www.mycoolsmart.com](http://www.mycoolsmart.com) or call **1-800-473-1105**.



## Save up to \$150 a year and put \$30 in your pocket.\*

It doesn't make sense to keep an old refrigerator or old freezer in your garage or basement—not when it uses up to four times



\*not available in New Hampshire

the energy of newer models, as well as using up as much as \$150 a year in energy costs. Of course, throwing it away isn't a good long-term plan for the environment either. What to do? Why not let us recycle it?

National Grid is sponsoring a recycling program operated by *Jaco Environmental* to recycle old refrigerators and freezers. Jaco will haul your old energy eater away free of charge and you'll even get a \$30 rebate! To find out more information go to [www.coolturnin.com](http://www.coolturnin.com) or call **877-545-4113**.

## Keep informed with E-Action



Want to keep informed about new energy products, energy efficiency initiatives, tips, programs and rebate offers? Sign up today and receive a monthly email of our electronic newsletter, E-Action. To sign up please go to [www.nationalgridus.com/eaction\\_ne](http://www.nationalgridus.com/eaction_ne). You'll have the right information at the right time, all the time.

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

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

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