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nationalgrid

energy in action

for our **electric customers**

Make safety a priority when planning outdoor projects.

With spring on the horizon, outdoor projects from home maintenance to gardening and landscaping take center stage. Whether you're planning a small or large project, and anytime your home needs upkeep and repair, it pays to make safety part of the plan. All it takes are a few simple steps to save you and those around you from potentially tragic accidents.

- ◆ Consider all overhead lines to be live and dangerous. Electrical lines that are energized can include telephone wires, cable TV wires and streetlight wiring. Overhead lines are not insulated and carry enough electricity to cause serious injury or even death.
- ◆ Injuries may occur when you or your contractor carries, raises or moves a ladder from one location on a house to another. Consider hiring qualified professionals who know to keep ladders, staging, vehicles and equipment at least ten feet away from residential electric service lines and utility equipment — and even farther away from transmission or high-voltage lines.
- ◆ If you're planning any type of excavation project, call **811** or **1-888-DIGSAFE (344-7233)** at least 72 hours before work begins (excludes weekends and holidays). DigSafe® notifies National Grid and other participating utilities, giving us time to mark our underground wires, pipes or cables to prevent personal injury, property damage and service interruptions. Visit www.digsafe.com to download a copy of the DigSafe® state laws and rules.

For more information on electrical safety, please go to www.nationalgridus.com/safety.



Play it smart when paying your bill.

Many National Grid customers pay their electric bills directly through a payment agent who has been authorized by National Grid to collect payments and forward them to us. However, some customers use bill payment services that have not made arrangements to act on behalf of National Grid. We cannot provide any guarantee that payments made through one of these unauthorized bill payment services will be forwarded in a timely manner, or even that they will be forwarded at all.

To protect yourself and your electric service, please use caution when making your payment through a third-party bill payment service that is not authorized. Most important of all, always keep your receipt. For a list of authorized payment agencies visit www.nationalgridus.com, or call the customer service number on your bill for the payment center or authorized payment agent in your area.

Electric Emergency: 1-800-465-1212

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

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The power of action.™

Go green with renewable resources.

Making greener choices? Now you can support the development and generation of renewable energy by enrolling in GreenUp,SM National Grid's renewable energy program*. With our GreenUp program, you can choose to have all or part of your electricity generated from renewable resources such as solar, wind, biomass and hydro while keeping us as your electricity supplier. We will continue

to issue your bill and provide customer service. You'll be helping to offset the environmental impact of producing electricity from coal, gas and nuclear energy and taking greater responsibility for the environment.

For more information or to sign up, go to www.nationalgridus.com/greenup.

* Not available to New Hampshire customers at this time.

Here comes the sun.

National Grid is close to completing a solar generation facility in Dorchester, MA – the first of five solar generation facilities being constructed throughout the state as a result of the 2008 Massachusetts Green Communities Act. When all facilities are completed and online later this year, approximately five megawatts of power – enough to power 1,000 homes for one year – will be made available.

The company anticipates these solar installations will cost Massachusetts electric customers approximately six cents per month averaged over the life of the projects. Proceeds from the energy sales, renewable energy certificates, or any environmental attributes that may be obtained in the future will be credited to customers and used to offset the full cost of the solar installations. For more information visit www.powerofaction.com/solar.



Energy theft is everyone's problem.

People who bypass, divert and tamper with meters are often unaware of the risks involved. Their actions cost utility companies billions of dollars annually.

How is it your problem? These losses are factored into rates for all customers – and can endanger lives and property, as well as threaten public safety.

National Grid is seriously committed to the protection of its customers and to eliminating theft and reducing related costs. If you have information related to energy theft, please contact us at www.nationalgridus.com/energytheft or call our toll-free TIP line at **1-800-322-2234**. All information will be kept confidential.

Make your community count. Fill out the Census.

Your input is critical to the 2010 United States Census. Taken every ten years, the U.S. Census collects data on every resident in the country. The data helps with national, state and local decisions, including decisions about who gets federal and state funds. That means the only way you and your community get your fair share is if each and every one completes and returns the census.

The data you and your neighbors supply also helps guide planning decisions, including where to provide additional social services, build new roads, hospitals, schools, and where to locate job training centers. Please fill out your 2010 U.S. Census and return it to the address on the form. You'll be helping your community and yourself!

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
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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.

Questa è un'informazione importante.
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