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nationalgrid

energy in action

for our **electric customers**

Preparing for summer efficiency.

The heat and humidity of our northeast summer is coming. It will test your cool and try your comfort. Now's the time to plan ahead, and prepare your energy efficiency answers for hot days, muggy haze, and even those welcome ocean side getaways.

Ease back to cool down.

Overheating is more than uncomfortable, it's unhealthy. So listen to your body and lessen the strain. Start by taking a cool shower to lower your body temperature. Try wearing lighter clothes of breathable fabric. Open windows to catch a breeze. Drink a cool beverage. Still feeling overheated?

Cut back on using energy.

At home, let the cool night air in, then close windows and shades during the day. Use fans more and air conditioning less. When it is especially hot, use fans together with your air conditioner, but with your a/c set at a warmer temperature – you'll feel just as cool. If you don't have air conditioning, get out to a library or a cool shopping mall. And of course, don't generate any more heat from your stove or oven than you

need. Instead, enjoy many nutritious and delicious meals which are best served cold.



Cut down on waste.

Whether you're at work or at the beach, don't use the air conditioner when nobody is home – that's just wasting energy. Use the timer setting on newer room a/c units to begin cooling before you arrive home. While you're at it, unplug any electronics you aren't using. That will save energy too. In short, using just the energy you need, and saving energy where you can, is summer efficiency at its finest.



Paperless Billing quick as a click.

Make the environmentally-friendly choice with **Paperless Billing**. We send you an email when your bill is ready to be seen online. Then you can print or save your bill. Review bills going back two years, too. All with a few clicks of the mouse. Sign up online at nationalgridus.com/paperless

Ask to see ID.

It's always a good idea to ask for identification when a stranger is at the door. Everyone representing National Grid carries a photo ID card. Our contractors do, too. If they don't have an ID card, don't let them in.

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

nationalgrid

THE POWER OF ACTION



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 nationalgridus.com/connecttoday to sign up.

It pays to be more comfortable.

National Grid is offering mail-in rebates of up to \$500 when you install a new energy efficient central air conditioning system or heat pump. Here's what you need to do:

Choose a licensed, participating contractor to install the central air conditioning system or heat pump. They can help you select the best model for your needs from a list of authorized high efficiency equipment.

Submit the 2011 Rebate form when the installation is finished and a detailed copy of the paid invoice. Get a \$100 instant credit off your service invoice when a digital Quality Installation Verification (QIV) Test is performed by a QIV-certified contractor on your new or existing equipment. For more information go to powerofaction.com/ma/cseia

Not valid for customers in New Hampshire. Offers valid only for residential electric customers in MA and RI where COOL SMART is offered by National Grid. Program is subject to change without prior notice.

Keep away from power lines.

Nationwide, an accidental power line contact happens every 10 minutes. So please remember to stay at least 10 feet away from overhead electrical power lines. Take those few moments when a little extra care is required with aluminum ladders.

Are you are planting a new tree?

Choose a variety that grows under 30 feet tall when you're planting within 25 feet of overhead utility lines. Too tall and it could grow to interfere with electric service in your home and neighborhood. Your local plant nursery can suggest trees to safely grow where you want them.

Visit nationalgridus.com/trees for more information.

Your home, your service line.

Homeowners are responsible for trimming any tree branches near the low-voltage service drop to their home. Some customers choose to remove an entire tree, reducing the risk of damage to their home and problems with electric service from falling branches and storms.



That outage was no accident.

There is an alarming rise in copper theft, with people breaking into National Grid facilities and removing wiring and grounding grids in substations. One recent theft knocked out power to 7,000 residents. With copper theft, there's always the chance for serious injury; to our employees when safety measures are stolen, and also to the thieves.

You can help us get the drop on copper thieves. If you see something suspicious at any of our facilities, call the police. Information leading to an arrest will be rewarded.

Energy theft is everyone's problem.

Energy crimes aren't restricted to utility properties. Thieves who tamper with electric meters at homes and buildings are usually unaware of the risks. There is a great danger of electrical shock. A meter or connecting lines that are damaged can disturb sensitive equipment, threatening public safety and destroying property.

Because the problem is so large, energy theft and damaged lines and meters are factored into the rates for all of our customers.

We're doing all we can about security, but we can use your help. If you have any information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.



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.