

New England

National Grid

Nov/Dec

ENERGY IN ACTION

for our electric customers

2009

This issue

- ▶ Reduce energy use by 3%
- ▶ Understand your bill
- ▶ Manage your energy costs

Are you in? Take the 3% pledge and join us in reducing energy consumption.



You might find it surprising that an energy company is leading the charge to reduce energy use. But that's exactly what we are doing. Because as a company, we're committed to doing what's right for the planet. What's right for the communities we serve. And what's right for the people who live in them.

That's why we're asking all our customers to join us in reducing their energy consumption 3% a year for the next 10 years. With your help we can create a sustained social movement. And the results could be amazing.

There are so many reasons to do it. For starters, the less energy you use, the less you pay. The need for new power plants would go down. We'd all be less reliant on foreign energy sources. There'd be far fewer carbon emissions into our atmosphere, less acid rain, slower climate change. Everybody would benefit—you, your kids and grandkids, even the polar bears.

The key to success? Getting everybody to pitch in. Every home. Every business. And "everybody" means National Grid, too.

To find out what we're doing and learn about our program go to www.powerofaction.com for your free personal energy evaluation.

Choose payment agencies carefully.

Many customers pay their energy bills directly to National Grid or use a payment agent that has been authorized to collect payments and forward them to us.

However, some customers have used bill payment services that do not have any arrangements with National Grid. We cannot provide assurance 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, 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.

Check www.nationalgridus.com for a list of authorized agents or call our Customer Service Representatives at **1-800-322-3223**.

Understand your bill and manage costs.



Ever wonder what all those various charges are on your National Grid bill? Confused about supply and delivery costs? Then go to our web site www.nationalgridus.com and click on the *Inside Your Bill*

banner. There you will find all you need to know about understanding and managing your energy costs. You will also find simple money saving energy conservation tips and information about programs and services available to help you control and manage costs.

Save time. Save trees. Get and pay bills online @www.nationalgridus.com/gopaperless

nationalgrid

The power of action.™

Winter is coming. Get the help you need to manage your energy costs.

LIHEAP can help pay heating costs.

Fuel Assistance, also known as the Low Income Home Energy Assistance Program (LIHEAP), can provide financial assistance to income eligible applicants. To learn more about LIHEAP or to find the agency in charge of the fuel assistance program in your area, visit www.nationalgridus.com.

Our residential discount rate can lower your costs.*

If you are a residential customer and meet the requirements listed below then you may be eligible for a discount on your monthly electric bill. This will save you money and will not affect the service you currently receive. To apply, go to www.nationalgridus.com or call customer service at **1-800-322-3223**.

**available to RI and MA residential customers only.*

For Massachusetts customers: Good Neighbor Energy Fund

This fund is a statewide fund managed by The Salvation Army. The Good Neighbor Energy Fund helps customers who may not qualify for other means of assistance pay their electric bill. For more information, visit www.magoodneighbor.org or call the Salvation Army (if you live in Eastern Massachusetts at **1-800-334-3047** or if you live in Western Massachusetts at **1-800-262-1320**).

Energy Bucks

Energy Bucks helps eligible Massachusetts customers with fuel assistance, energy discounts and efficiency services. For more information, visit www.energybucks.com or call **1-866-537-7267**.

Arrearage Management Program (AMP)

AMP provides arrears forgiveness to income-qualified residential customers. Participants must accept and stay current with their monthly Budget Billing payments. For complete details, visit www.nationalgridus.com or call customer service at **1-800-322-3223**.

For New Hampshire customers: Electric Assistance Program

The Electric Assistance Program (EAP) is a statewide program that helps reduce the amount you owe on your electric bill. If you qualify, discounts ranging from 5% to 70% on the basic electric service are available.

To apply, you must contact your local Community Action Agency (CAA) and complete the Electric Assistance Program application. Your local Community Action Agency will determine your eligibility based on your annual household income. We cannot determine your eligibility.

If you qualify, the EAP Discount amount will appear on your bill and be deducted from your electric bill. For a list of CAA agencies, please go to www.nationalgridus.com.

Neighbor Helping Neighbor Fund

For limited income households, not eligible for Fuel Assistance, the Neighbor Helping Neighbor Fund may be able to help you. This is a private charitable fund that provides assistance to those customers whose income is above the Fuel Assistance guidelines. Apply at your local Community Action Agency. For more information, visit www.nhnfund.org.

For Rhode Island customers: The Rhode Island Good Neighbor Energy Fund

Since 1986, the Rhode Island Good Neighbor Energy Fund has provided energy assistance to Rhode Islanders in temporary crisis who cannot pay their energy bills and do not qualify for federal or state funds. To find out more about this program, please go to www.rigoodneighbor.org.

If you're just looking for more convenient ways to pay we have that too.

Budget Plan

Are you looking for an easier way to manage your energy costs? It may be time to consider Budget Plan. With Budget Plan, your annual electric costs will be spread out over a full year to lessen the impact of your higher season bills.

Based on your electric use history and other factors, such as projected energy costs, we estimate your total cost over the next year, and simply divide it into 12 manageable, monthly payments. We'll review your account every six months and make adjustments if necessary—up or down—to prevent you from having a large credit or balance due at the end of your plan year.

To enroll, please contact Customer Service at **1-800-322-3223**, or online at www.nationalgridus.com.

DirectPay

Now you can pay your bill automatically—without the hassle of check writing, stamps, mailing and due dates—because your exact bill amount is withdrawn automatically from your banking account.

After you have enrolled, your next monthly service bill will indicate how much energy you used and the amount and date of your next automatic withdrawal. The bill is simply a reminder to not send in your payment. We will withdraw the exact amount from your banking account 15 days after your billing date. Enroll 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. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

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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.