

# New England

National Grid

Sept/Oct

# ENERGY IN ACTION

for our electric customers

This issue

- ▶ Choose GreenUp
- ▶ Save on home heating costs
- ▶ Lower your electric bill

# 2009

## Take action to help the environment. Choose GreenUp\*.

Helping the environment gets easier with your participation in National Grid's GreenUp program. With our GreenUp program, you'll be supporting a cleaner environment by buying renewable energy sources with little or no pollution. The energy is produced through wind, solar and bioenergy (such as landfill gas) and low-impact hydroelectric.

For a few dollars extra per month, based on the option you choose, all or part of your total monthly electricity usage will come from renewable resources.

*\*Not available for New Hampshire customers*



Once you are enrolled, a monthly surcharge is remitted to your GreenUp provider for your renewable energy. The charge will appear as a separate line item on your National Grid bill.

Look for your enrollment card next month or sign up directly at [www.nationalgridus.com/greenenergy](http://www.nationalgridus.com/greenenergy).

## Make sure your home is winter ready— save energy and money.

Taking some simple steps now to prepare for the winter can save on heating costs by making your home more energy efficient.


### Here are a few tips to help you:

- ▶ Have your furnace's chimney flue, space heaters and fireplaces checked.
- ▶ Clear space around heat registers, appliance vents and exhaust ducts.
- ▶ Clear chimneys and vents of bird or squirrel nests, leaves and other debris.
- ▶ Make sure that the exhaust and air intake vents of appliances are not blocked. These vents, which are located on the roof, and on the ground around the outside foundation walls for direct-vent appliances, should be kept clear of snow and debris.
- ▶ Seal any holes or cracks that let in cold air. Caulk around windows and replace any broken panes on storm doors and windows. Weatherstrip around doorframes



- ▶ Check insulation in your attic, walls, ceilings and floors, and add insulation as needed where you can.
- ▶ Remove window air-conditioning units to reduce drafts during the cold months. If this isn't possible, cover all sides of the unit with plastic.

Use our online energy analyzer tool at [www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com) to determine your current home's energy usage. The tool will provide you with recommended measures that can help improve energy efficiency in your home and save you money. You'll also find rebates for energy-efficient equipment as well as additional energy efficiency tips.

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

**nationalgrid**

The power of action.™

## Manage your energy costs and usage.

These days, it makes more sense than ever to take small steps to permanently lower your electricity bills. For energy efficiency programs and information that can help, consider:

**Appliance Management Program** - helps reduce electricity costs for income-eligible customers. You may also qualify for other items, such as ENERGY STAR® refrigerators, ENERGY STAR lighting and Insulation and air sealing measures. Please contact your local community action agency for more information or visit [www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com).

**Income-Eligible Rate** - check to see if you qualify for an income-eligible rate on your electricity bill—go to [www.nationalgridus.com/paymentoptions](http://www.nationalgridus.com/paymentoptions).

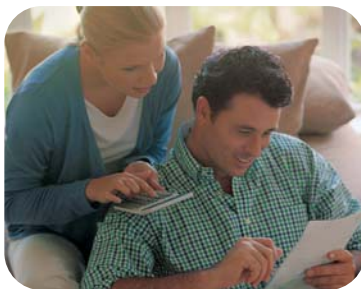
For home energy saving ideas and ENERGY STAR® products, go to [www.energysavers.gov](http://www.energysavers.gov).

**Federally Funded Fuel Assistance** - do you qualify? Go to our website [www.nationalgridus.com](http://www.nationalgridus.com) to find the agencies responsible in your area.

**Massachusetts Customers** - for rebates and low-interest loans for energy-saving measures in a 1-4 family house, go to [www.masssave.com](http://www.masssave.com) or call **1-800-632-8300**. For 5+ multi-family buildings or condominiums—participate in our EnergyWise program by visiting

[www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com) for more information.

**Rhode Island Customers** - take advantage of rebate offers for the installation of high-efficiency lighting and refrigerators by participating in EnergyWise. The first step in taking advantage of electric efficiency programs is to schedule an in-home energy audit. Please call **1-888-633-7947** or go to [www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com) for more information.



**New Hampshire Customers** - maximize the energy efficiency of your home when you participate in the Home Energy Solutions program. Incentives are available to replace inefficient lighting and refrigerators and to add insulation in electrically-heated homes. Call **1-800-639-6060** or go to [www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com) for more information.

## Paying your energy bill just got easier.

As an added convenience for our customers, National Grid is now accepting credit and debit card payments via the phone and the internet.\* You may choose to pay via credit and debit card by calling **1-888-849-4310** or by visiting [www.nationalgridus.com](http://www.nationalgridus.com). No pre-registration or setup is necessary. There is a convenience fee for the use of this service and is charged by the service provider—

*\*new to MA customers, reduced rates for RI and NH customers*

Western Union—and is not retained by National Grid.

To find out more about this new program, as well as a variety of payment options that provide customers with easy ways to pay and manage your energy bills, please go to [www.nationalgridus.com/payments](http://www.nationalgridus.com/payments) or contact Customer Service at **1-800-322-3223**.

## Help your community by filling out the census.

The 2010 United State Census is fast approaching and needs your input. The U.S. Census is taken every 10 years to count every resident. The data collected helps in making critical decisions on the national, state and local levels. Federal and state funds are allocated based on the data. Therefore, an accurate count means your community gets its fair share of the funds.

The data also helps guide in the planning decisions, including where to provide additional social services, build new roads, hospitals and schools and where to locate job training centers.

Please look for your 2010 US Census, please fill it out and return it directly 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.  
Este es un aviso importante. Sírvase 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.