

Upstate New York

National Grid

Sept/Oct

ENERGY IN ACTION

for our electric and gas customers

This issue

- ▶ Be aware of carbon monoxide
- ▶ Save on home heating costs
- ▶ Choose GreenUp

2009

Be aware of carbon monoxide and stay safe.

With the heating season approaching, National Grid would like to remind customers of the deadly dangers of carbon monoxide.

Recognizing the symptoms of carbon monoxide poisoning, and knowing what to do in an emergency, can save your life.

Carbon monoxide (CO) is an odorless, colorless, tasteless toxic gas that can be deadly if left undetected. This toxic gas is the byproduct of the incomplete combustion (burning) of fuels such as gasoline, oil, propane, kerosene, coal, wood and natural gas.

Common sources include the malfunctioning of forced-air furnaces, space heaters and natural gas ranges. Other sources include wood stoves, charcoal grills, motor vehicle engines and fireplaces.

During the heating season when windows and doors are tightly shut, fresh air is sealed out, allowing any carbon monoxide that may be present to build up over time.

Symptoms of carbon monoxide poisoning are similar to those of the flu. Depending upon the amount of carbon monoxide in the air and length of exposure, symptoms may include:

- ▶ Headaches
- ▶ Weakness
- ▶ Confusion
- ▶ Chest tightness
- ▶ Skin redness
- ▶ Dizziness
- ▶ Nausea
- ▶ Sleepiness
- ▶ Flutter of the heart
- ▶ Loss of muscle tone (control)



If you suspect carbon monoxide is present in your home, go outside immediately and breathe deeply. Then call **911**. If symptoms are severe, get medical attention right away.

Tips to protect you and your family against carbon monoxide:

- ▶ Install "UL"- approved carbon monoxide detectors in your home,
- ▶ Have your heating, hot water and venting systems inspected by a licensed heating contractor annually. Chimneys can become clogged from a bird or squirrel's nest, soot buildup or other debris. Also make sure vents are clear of leaves, snow and ice at all times,
- ▶ Never use a gas range for heating, burn coal or charcoal in an enclosed space, or a leave a car idling in a closed garage,
- ▶ If you use a back-up generator, install it outside.

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

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. 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—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 or contact Customer Service at **1-800-642-4272**.



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

Gas or electric emergency — **1-800-892-2345**

nationalgrid

The power of action.™

Save on home heating costs this winter.

Taking steps now to prepare your home for 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 natural gas appliances are not blocked. These vents, which are located on the roof, and on the ground around the outside foundation walls for direct-vent gas 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 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.

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.



To enroll, simply complete and return the enclose enrollment card, indicating your choice of GreenUp provider, or sign up directly at www.nationalgridus.com/greenenergy.

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.

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.

Need more information, visit www.nationalgridus.com/greenenergy.

Continue to report symptoms of tree infestation.

National Grid would like to encourage customers to continue their watch for symptoms and infestation of trees for the Emerald Ash Borer and the Asian Long-horned Beetle. These insects can weaken and/or disease trees that may contribute to power outages.

Please be aware that New York state has instituted the following restrictions:

- ▶ Only firewood that has been heat treated to eliminate pests can be imported and moved throughout the state.
- ▶ Untreated firewood can only be moved within a 50 mile radius from its source and must be accompanied with proof of source—such as, a receipt, label or self-issued certificate.

For more information on what to watch for and to report infestations, visit www.dec.ny.gov or call **1-866-640-0652** (email: firewood@gw.dec.state.ny.us).



ALB, Michele Bahne, Bugwood.org

Asian Long-Horned Beetle



Adult EAB, James W. Smith

Emerald Ash Borer

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.