



In This Issue:

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nationalgrid

energy in action

for our **gas customers**

Safety starts at home.

Safety is first and foremost at National Grid. These tips can help you prevent emergencies and avoid dangers outside and inside your home:

Protect yourself and your loved ones from cold stress.

This time of year, dealing with the cold is an everyday occurrence. But when exposure causes the body's temperature to fall below 95 degrees, a condition known as "cold stress" occurs.

It's a particular risk for older people, infants and the chronically ill and it exists even indoors when room temperatures are below 70 degrees for extended periods. If you or someone in your care is having difficulty in speaking or moving, slowed breathing, drowsiness, a puffy or swollen face, sudden change in appearance or behavior, trembling in an arm, leg or on one side, cold and stiff muscles or difficulty with coordination and balance, seek immediate medical treatment.

To prevent cold stress, wear a hat, scarf, mittens instead of gloves, and layers of loose-fitting clothing when outside. At night, wear a warm nightgown or pajamas and socks, and put extra blankets on your bed.

Keep exterior vents clear.

High-efficiency furnaces, water heaters and other energy-saving appliances may have exhaust vents that exit your home through an exterior wall rather than through a chimney. During the winter months, please clear all snow, ice and other obstructions from your venting systems to ensure their safe operation.

Clean dryer vents regularly.

The number one factor in reduced energy efficiency and increased safety risk in



dryers is failure to clean lint from the trap, vents, and other areas. Signs that your dryer vent may be clogged include heavy clothes (ex. blue jeans) or towels taking a long time to dry, and clothes feeling hotter than usual at the end of the cycle. To prevent lint build-up, the outside vent should not be covered with a wire screen or cloth. Most dryer vents should be inspected every 2–3 years. Here are some additional tips:

- ◆ Clean out lint regularly from the exhaust pipe and rear of the dryer. Professional duct cleaning services are available.
- ◆ Replace a ripped lint filter immediately.
- ◆ Never dry synthetic materials that have been used to wipe up flammable liquids, even if they were washed.
- ◆ Never let your clothes dryer run while you are out of the house or asleep.

Don't use gas pipes as clothes lines.

For your safety, never hang clothing (or anything else) from gas pipes. The added weight of clothing (especially wet clothing) can weaken or break joints or fittings.

Gas Emergency: 1-800-640-1595

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

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The power of action.™

Make your meter accessible.

National Grid respectfully requests that you keep walkways, driveways and the area around your meter clear of snow and ice during the winter months to prevent damage to your meter and for the safety of our employees. Thank you.



Reach out to a loved one.



If you have a friend or relative who occasionally neglects bills, we can help you help them with our Third Party Notification program. Any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should the account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem. This service provides helpful protection during times of extended absences from home or during illness. To sign up for Third Party Notification, call us at **1-800-870-1664** or fill out the application online at **www.nationalgridus.com**.

Want to save money, improve your home's comfort and ensure a cleaner environment?

National Grid's gas efficiency programs offer energy savings and ways to help the environment. Who qualifies? Residential gas heating and water heating customers — existing homes as well as new construction, rehabs or renovations with added gas loads — including customers in National Grid's natural gas delivery regions converting from oil to natural gas heat. Go to **www.powerofaction.com/efficiency** to learn more.

Helpful Hint — Have you analyzed your home energy use?

A home energy audit is the first step in making your home more efficient. An assessment will check your home energy use and recommend measures you can take to improve efficiency and save money.

*For more information, visit **www.powerofaction.com/efficiency**.*

Carbon monoxide detectors save lives.

Carbon monoxide, known as the "silent killer," is colorless, odorless and tasteless — and can invade your home without warning

If your heating system isn't working properly or not vented correctly, toxic carbon monoxide is produced. No matter what your heating source is — natural gas, oil, propane, coal or wood — your heating system should be checked yearly for proper maintenance. A properly installed and maintained CO detector can alert you to the presence of carbon monoxide.

Signs of carbon monoxide include: stuffy, stale or smelly air, very high humidity, or soot coming from a fireplace or heating system. Symptoms of carbon monoxide are often confused with flu symptoms and the number of poisoning cases often increases at the start of the flu season.

If you suspect carbon monoxide exposure, get outside to fresh air and seek medical attention immediately.



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.

