



In This Issue:

- ◆ Help others if you can.
- ◆ Stay warmer this winter – using less energy!
- ◆ Save a life. Stop carbon monoxide.

nationalgrid
energy in action
for our gas customers

Help others if you can.

Many of our customers need help paying their energy bill. If you can make a donation, please use the enclosed *Rhode Island Good Neighbor Fund* envelope.

Here's help if you need it.

Rhode Island Good Neighbor Energy Fund

The *Rhode Island Good Neighbor Energy Fund* provides assistance to residents in temporary crisis who cannot pay their energy bill and are not income eligible for LIHEAP funds. The maximum grant is \$400, once per heating season. For more information, visit www.rigoodneighbor.com or call **1-401-831-1119**.

Low Income Home Energy Assistance Program

If you qualify, LIHEAP makes direct payments on your behalf to help with your gas bills or to restore service. This program is for residents who are at or below 60% of Rhode Island median income. For more information, visit www.energy.ri.gov/lowincome/liheap.php or call **1-401-574-9100**.

Community Action Program

Your local Community Action Program can help you secure LIHEAP assistance funds by providing information and guidance.

- Blackstone Valley:** Blackstone Valley Community Action **1-401-723-0227**
- Cranston:** Comprehensive Community Action **1-401-467-7013**
- East Bay:** East Bay Community Action **1-401-437-5102**
- Northeast:** Tri-Town Community Action **1-401-351-2750**
- Providence:** Providence Community Action **1-401-273-0882**

- South County:** South County Community Action **1-401-789-3016**
- West Bay:** West Bay Community Action **1-401-732-4660**

Special Protections

If you meet certain state requirements, you may be protected from termination of service. This means that your natural gas service cannot be shut off without written approval from the RI division of Public Utilities and Carriers. This protection covers individuals who are age 62 and older, or get a doctor's certification of illness, or are a full-time resident and seriously ill or handicapped, or who can show financial hardship/infant protection.



For more information about any of these programs go to www.nationalgridus.com, choose your region and click on "Payment Assistance Programs."



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 www.nationalgridus.com/connecttoday to sign up.

Gas Emergency: **1-800-640-1595**

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

nationalgrid

THE POWER OF ACTION

For customers who often forget.

You can step up and remind a friend or relative that their energy bill is due. With **Friendly Follow-Up**, a customer chooses someone to receive notice if their account is overdue. The chosen person is not responsible for the bill. They act as an extra reminder, helping during an extended absence or illness. To join our *Friendly Follow-Up* program, call **1-800-870-1664**.

Stay warmer this winter – using less energy!

Just follow the proven steps below. Then watch energy efficiency pay you back in comfort and energy savings.

- 1)** Heating a home takes up 30% of the energy bill. So why not **heat less home?** Close heating vents and doors to the rooms you are not using. Heat only rooms in your home you do use.
- 2)** If you have windows, you can **use solar energy**. Open shades and curtains on sunny windows for the heat, and close them for extra insulation at night. Take advantage of solar energy – it's free!
- 3)** Wear a warm sweater and **lower your thermostat**. Every degree under 70° saves 5% on your energy costs. Try 68° for daytime and 55° when sleeping under lots of blankets at night.
- 4)** Hang onto your heated air by **sealing all air leaks**. Check carefully for drafts at window and doorframes, plumbing and electrical fixtures. Seal gaps with expanding foam and use caulking for cracks.
- 5)** Keep your energy system in peak condition using **clean air filters and ducts**. It uses more energy to push heated air through dirty elements. Clean or change out your furnace air filter. Have a professional clean ductwork.

Save a life. Stop carbon monoxide.

The incomplete burning of wood, natural gas or heating oil produces carbon monoxide. It is a colorless, odorless gas that can make you sick. Severe exposure can be fatal.

What you can do.

Make safety your first priority. Protect yourself and your family by installing ANSI/UL-approved carbon monoxide detectors near bedrooms. All heating equipment and appliances should be checked by a professional once a year.

Signs of carbon monoxide:

- ◆ Staining or soot near gas appliances
- ◆ Excessive condensation near gas appliances

- ◆ Stove and pilot light burns with a yellow flame

Symptoms of carbon monoxide poisoning:

- ◆ persistent headaches
- ◆ nausea
- ◆ dizziness
- ◆ blurred vision
- ◆ confusion
- ◆ rapid heartbeat

If you or someone else has these symptoms, go outside into fresh air and **phone 911 immediately**. Do not return to your home until authorities say it is safe.

Make bill payment more convenient.

Would paying a level amount for your monthly gas bill be helpful? Many of our customers like **Budget Plan**. They pay the same amount for their gas bill, month after month. Adjustments are made every six months (up or down) to reflect actual usage.

Direct Pay is an electronic payment option. Once you've enrolled, your bank pays the amount due every month. *Direct Pay* makes sure you are notified of the upcoming payment in advance, with plenty of time to review your bill before the payment date.

For more information about either of these services visit www.nationalgridus.com.

Ice not nice to meters and readers.

Freezing temperatures won't stop us from reading your meter. But a slippery walkway can. So please keep the path to your gas meter clear of snow and ice. Remove snow piles and icicles from overhangs near the meter. They could fall and damage the meter and pipes. And be sure to mark your meter if it's located near a snowplow path.

Thanks very much for your courtesy.

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.