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nationalgrid

energy in action

for our **gas customers**

Need help with those winter bills?

Are your winter bills piling up? Are you having trouble keeping up with your payments? Then join our free Budget Plan right now and spread out those high winter bill payments.

With our Budget Plan you can spread your natural gas costs over a 12-month period, interest free. Knowing your monthly payment in advance makes it easier for you to manage your household energy payments. We'll review your Plan during the year 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. Our Budget Plan will never cost you any more or less than standard billing, and you may cancel at any time.

More payment options.

If you or someone you know is without natural gas service, or seriously behind on payments, call us. We can work with you individually to establish a mutually agreeable payment plan on past-due accounts and current bills. We can also provide you with a list of energy assistance sources that may also be of help.

For more information regarding any of the plans, please go to www.nationalgridus.com or contact Customer Service at the telephone number on your bill.

Be safe. Schedule a gas line inspection.

National Grid diligently maintains the gas pipes that it owns to ensure safety and efficiency. But did you know that you, as the customer, are responsible for the safety of the gas lines that run from the outlet of the gas meter to your natural-gas-burning appliances?

These lines may be above or below ground, and it's especially important that buried gas lines be inspected periodically and maintained to prevent corrosion and leaking.

Customer-owned buried piping is often found in:

- ◆ Outside gas lighting
- ◆ Gas heaters for pools or hot tubs
- ◆ Natural gas barbecues
- ◆ Detached buildings with gas appliance(s)

If an inspection uncovers unsafe conditions, the pipe should be repaired immediately. Contact your local plumbing/heating contractor or a leak survey/corrosion expert to perform this work.



Gas Emergency: 1-800-640-1595

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

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The power of action.™

Make safety a priority when planning outdoor projects.

With spring on the horizon, outdoor projects from home maintenance to gardening and landscaping take center stage. Whether you're planning a small or large project, and anytime your home needs upkeep and repair, it pays to make safety part of the plan.

If you're planning any type of excavation project, call **811** or **1-888-DIGSAFE (344-7233)** at least 72 hours before work begins (excludes weekends and holidays). DigSafe® notifies National Grid and other participating utilities, giving us time to mark our underground wires, pipes or cables to prevent personal injury, property damage and service interruptions. Visit www.digsafe.com to download a copy of the DigSafe® state laws and rules.

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



Play it smart when paying your bill.

Many National Grid customers pay their gas bills directly through a payment agent who has been authorized by National Grid to collect payments and forward them to us. However, some customers use bill payment services that have not made arrangements to act on behalf of National Grid. We

cannot provide any guarantee 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 and your gas service, 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. For a list of authorized payment agencies, visit www.nationalgridus.com or call the customer service number on your bill for the payment center or authorized payment agent in your area.



Make your community count. Fill out the Census.

Your input is critical to the 2010 United States Census. Taken every ten years, the U.S. Census collects data on every resident in the country. The data helps with national, state and local decisions, including decisions about who gets federal and state funds. That means the only way you and your community get your fair share is if each and every one completes and returns the census.

The data you and your neighbors supply also helps guide planning decisions, including where to provide additional social services, build new roads, hospitals, schools, and where to locate job training centers. Please fill out your 2010 U.S. Census and return it to the address on the form. You'll be helping your community and yourself!

Energy theft is everyone's problem.

People who bypass, divert and tamper with meters are often unaware of the risks involved. Their actions cost utility companies billions of dollars annually.

How is it your problem? These losses are factored into rates for all customers — and can endanger lives and property, as well as threaten public safety.

National Grid is seriously committed to the protection of its customers and to eliminating theft and reducing related costs. If you have information related to energy theft, please contact us at www.nationalgridus.com/energytheft or call our toll-free number at **1-800-870-1664**. All information will be kept confidential.

This is an important notice. Please have it translated.

Este é um aviso importante. Quem mandá-lo traduzir.
Este es un aviso importante. Si se lo mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

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XIN YÊU LÒNG CHO DỊCH LẠI THÔNG BÁO NÀY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

Questa è un'informazione importante.
Si prega di tradurla.

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