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**nationalgrid**

# energy in action

for our **gas** customers

## Preparing for summer efficiency.

The heat and humidity of our northeast summer is coming. It will test your cool and try your comfort. Now's the time to plan ahead, and prepare your energy efficiency answers for hot days, muggy haze, and even those welcome ocean side getaways.

### Ease back to cool down.

Overheating is more than uncomfortable, it's unhealthy. So listen to your body and lessen the strain. Start by taking a cool shower to lower your body temperature. Try wearing lighter clothes of breathable fabric. Open windows to catch a breeze. Drink a cool beverage. Still feeling overheated?

### Cut back on using energy.

At home, let the cool night air in, then close windows and shades during the day. Use fans to keep the air flowing and save energy compared to air conditioning. Of course, don't generate any more heat from the stove or oven than you need. Instead, enjoy many nutritious and delicious meals which are best served cold.

### Cut down on waste.

Now is the perfect time to have your heating systems tuned up after a long winter of hard work. Install that low-flow showerhead and start saving more energy. Washing your clothes in cold water saves even more. Use a clothes line outside to dry clothing. Lowering the temperature on your hot water heater saves energy too. In short, using just the energy you need, and saving energy where you can, is summer efficiency at its finest.



## Ask to see ID.

It's always a good idea to ask for identification when a stranger is at the door. Everyone representing National Grid carries a photo ID card. Our contractors do, too. If they don't have an ID card, don't let them in.

## Don't move firewood.

Rhode Island is "at risk." Please buy, store and use firewood locally to help stop the spread of the Emerald Ash Borer and the Asian Long-Horned Beetle. For more information, visit [nationalgridus.com/non\\_html/Bug%20Infestation\\_2009.pdf](http://nationalgridus.com/non_html/Bug%20Infestation_2009.pdf) or [beetlebusters.info/](http://beetlebusters.info/) or [emeraldashborer.info/](http://emeraldashborer.info/)

## Stepping up.

National Grid employees have pledged \$2.1 million supporting more than 40 local chapters in this year's **United Way** campaign. In addition, employee retirees pledged over \$30,000, and the corporation has pledged \$1.3 million dollars.

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

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

**nationalgrid**

THE POWER OF ACTION



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 [nationalgridus.com/connecttoday](http://nationalgridus.com/connecttoday) to sign up.

## Energy theft is everyone's problem.

Thieves who tamper with gas meters are usually unaware of the risks. They put lives in danger, threaten public safety and damage property. Because the problem is so large, gas theft and damaged lines and meters are factored into the rates for all of our customers. We're doing all we can about security, but we can use your help. If you have any information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.

### Signs of a gas leak.

Perhaps someone's damaged a pipe or there's been an accident. If you **smell** gas; and if you are outdoors and **see** a white cloudy mist, bubbles in standing water or blowing dust; and/or **hear** a

hissing, roaring or whistling sound, it could be a gas leak.

### Please take action right away:

- ◆ Move to a safe area.
- ◆ Do not smoke or do anything to create a flame.
- ◆ Do not turn on light switches or electrical equipment.
- ◆ Call National Grid immediately at **1-800-640-1595**.
- ◆ Don't assume someone else will call. Please call us.
- ◆ Tell us the exact location, including cross streets.
- ◆ Tell us if you noticed construction or digging in the area.

## Help for unpaid winter energy bills.

We understand that even though spring is here, many of our customers are still wrestling with bills going back to winter. If you are struggling with paying your bill, please call us. We can work together to create a payment schedule, and also connect you with a few energy assistance groups that could also help. Call Customer Service at **1-800-870-1664** or visit [nationalgridus.com](http://nationalgridus.com) for more information.

## The dangers of carbon monoxide.

Carbon monoxide is a colorless, odorless gas. It is produced by the incomplete burning of common fuels like natural gas, heating oil and kerosene. Exposure can make you ill. Symptoms may include headaches, weakness, confusion, dizziness, nausea, sleepiness and loss of muscle control. In extreme cases, it can be fatal.

### Carbon monoxide safety tips:

- ◆ Install at least one carbon monoxide alarm in your home, near bedrooms. It's just as important as a smoke detector.
- ◆ If your carbon monoxide unit sounds the alarm, go outside immediately and call **911**. Do not return until the carbon monoxide source is found and corrected.
- ◆ Make sure your appliances are working properly. Have your flue pipes, chimneys and vents inspected annually.



## CORRECTION

The previous edition of Energy in Action was incorrect to suggest using hot faucet water to save energy in your cooking preparation.

Internal plumbing in some older homes can be made of lead pipes or have lead fixtures. Plumbing in these buildings can cause lead levels to rise when water sits in pipes for long periods. Hot water in particular can elevate these levels at a faster rate than cold water and increase the risk of lead poisoning for young children and pregnant women. Always use cold tap water for making baby formula or baby cereal and for drinking and cooking. Run the tap water until it is cold or for at least 30 seconds. It's a simple and inexpensive way to keep you and your family safe.

This is an important notice. Please have it translated.

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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.