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nationalgrid

energy in action

for our **gas customers**

Saving energy means saving money.

It's simple. The less energy you use, the less you pay for. Since new gas equipment is more efficient, you'll use less energy and save money on heating costs.

If we all use just 3% less energy, Rhode Island would be cleaner and greener. And our bank accounts might look brighter, too.

Getting started is easy.

- ◆ Set the temperature on your water heater at 120° to use less energy and prevent scalding.
- ◆ Install a reset control to increase your boiler's efficiency, saving 10% or more on your heating costs.
- ◆ A programmable thermostat could lower your heating bill, too.

Helpful Hint

Using a high-efficiency water boiler and forced air furnace could save up to \$700 on your energy bills each year.



Use 3% less energy to save money. Learn how at www.powerofaction.com.

Savings up front.

National Grid offers substantial rebates on high-efficiency equipment to its natural gas heat customers. Plus, you can save even more by choosing ENERGY STAR®-approved equipment, earning tax credits of up to \$1,500.

Take the next step.

Remember, the less energy you use, the less you pay for. Take a simple quiz to learn about your home's energy usage, and find more energy saving tips at **www.powerofaction.com**.

The dangers of carbon monoxide.

Carbon monoxide is a colorless, odorless gas produced by the incomplete burning of fuels like natural gas, butane, heating oil and kerosene. Exposure to carbon monoxide can make you sick. 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.**

Gas Emergency: 1-800-640-1595

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

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The power of action.™

Are you up for the challenge?

The “30-60-90 Day Challenge” is underway — part of the national *Anybody Can Serve, So Let’s Conserve* campaign. To learn how your family can lower its energy usage, just visit www.anybodycanserve.org. And help Rhode Island lead the way in energy efficiency!

Stay safe with natural gas.

Natural gas is the best choice for comfortable home heating and gourmet cooking. But like any form of energy, it should be used properly and safely.

By smell, sight and sound.

Natural gas has an odor added to it. The odor is harmless but very distinct. If you *smell gas* and/or *see* a white cloudy mist and/or *hear* a hissing sound either inside or outside your home, it could be a gas leak.



What to do if you think there’s a gas leak:

- ◆ If you are inside and it is a faint odor, call National Grid’s gas emergency number at **1-800-640-1595**.
- ◆ If you are inside and the gas odor is strong, please leave the house *immediately*. Make sure everyone leaves with you. Do not call from inside your home. Do not turn lights or appliances on or off. Just go.
- ◆ Once you are outside the house, call the gas emergency number.
- ◆ If you are outside and you hear a hissing or whistling sound, or see a white mist or fog, it could be a gas leak. Call National Grid’s gas emergency number.
- ◆ Do not return home until National Grid tells you it is safe.

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 www.nationalgridus.com for more information.

Ask to see ID.

Every National Grid employee carries a photo ID card with a National Grid logo. Our authorized contractors carry ID cards, too. If you have any doubts about someone saying they represent National Grid, please call us at **1-800-870-1664**.

We love pets too, but . . .

There are times when our workers meet angry, potentially dangerous pets. Safety is our top concern for both customers and our employees. So if you know a National Grid employee is visiting your home, please restrain your pets. Thank you.

Helping kids stay in school — and graduate.

Recognizing that 1.2 million students drop out of high school in the U.S. each year, National Grid has taken action and donated \$750,000 to City Year’s *Whole School, Whole Child* program. This program has a proven track record of improving student performance and is specifically designed to help keep

students in school and on track to graduate. It covers education districts across Massachusetts, New Hampshire, Rhode Island and New York.

We live and work in these communities, too. That’s why we’re supporting City Year’s strategy and have been a City Year partner for about 10 years.

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.

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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.

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