

# Rhode Island

National Grid

Nov/Dec

## ENERGY IN ACTION

for our gas customers

This issue

- ▶ Reduce energy use by 3%
- ▶ Manage your energy costs
- ▶ Understand your bill

# 2009

### Are you in? Take the 3% pledge and join us in reducing energy consumption.



You might find it surprising that an energy company is leading the charge to reduce energy use. But that's exactly what we are doing. Because as a company, we're committed to doing what's right for the planet. What's right for the communities we serve. And what's right for the people who live in them.

That's why we're asking all our customers to join us in reducing their energy consumption 3% a year for the next 10 years. With your help we can create a sustained social movement. And the results could be amazing.

There are so many reasons to do it. For starters, the less energy you use, the less you pay for.

**Get more efficient**—When you get more efficient about how you use energy, you automatically consume less. That means the power plants that supply your energy don't emit as much greenhouse gas. It's also good news for your bank account!

National Grid offers lots of ways for you to learn about saving energy, and provides incentive programs to help you get more efficient. Now that's the power of action!

Everybody would benefit – you, your kids and grandkids, even the polar bears.

The key to success? Getting everybody to pitch in. Every home. Every business. And "everybody" means National Grid, too.

To find out what we're doing and learn about what you can do to reduce your energy consumption go to [www.powerofaction.com](http://www.powerofaction.com) for your free personal energy evaluation.

### Choose payment agencies carefully.



Many customers pay their energy bills directly to National Grid or use a payment agent that has been authorized to collect payments and forward them to us.

However, some customers have used bill payment services that do not have any arrangements with National Grid. We cannot provide assurance 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, 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. Check [www.nationalgridus.com](http://www.nationalgridus.com) for a list of authorized agents or call our Customer Service Representatives at **1-800-870-1664**.

 [www.nationalgridus.com](http://www.nationalgridus.com)  1.800.870.1664

Gas emergency — **1-800-640-1595**

**nationalgrid**

The power of action.™

# Winter is coming. Get the help you need to manage your energy costs.

If you are having a problem keeping up with your bills, or need assistance, National Grid has several payment programs available to help our customers.

## LIHEAP can help pay heating costs.

The Low Income Home Energy Assistance Program (LIHEAP) is a low-income grant program that can help you pay the cost of home heating, even when it's included in your rent. Visit the Rhode Island Office of Energy Resources website at [www.energy.ri.gov](http://www.energy.ri.gov) or contact your local Community Action Program (CAP) agency to apply.

## The Good Neighbor Energy Fund

Since 1986, the Rhode Island Good Neighbor Energy Fund has provided energy assistance to more than 34,000 Rhode Island families facing a temporary crisis, such as an illness or loss of a job. The fund, supported by National Grid and the generosity of our customers, is administered by the Salvation Army. For more information about making a tax deductible contribution or if you need assistance, visit [www.rigoodneighbor.org](http://www.rigoodneighbor.org).

## Special protections

If you meet certain eligibility requirements, you may be eligible for "special protections" that will prevent your natural gas service from being shut off. Protection is provided to households that meet the following requirements:

- ▶ All adult residents of your household are 62 or older; or,
- ▶ Any resident of your household is handicapped or seriously ill and you and your doctor have properly notified National Grid,
- ▶ You have a Financial Hardship, with or without additional Infant Protection (a resident of your household is under 24 months of age).

Contact us at **1-800-870-1664** for more information.

## If you're just looking for more convenient ways to pay we have that too.

### Budget Billing Plan

Are you looking for an easier way to manage your energy costs? It may be time to consider our Budget Billing Plan. With our Budget Billing Plan, your annual gas costs will be spread out over a full year to lessen the impact of your higher season bills.

Based on your electric use history and other factors, such as projected energy costs, we estimate your total cost over the next year, and simply divide it into 12 manageable, monthly payments. We'll review your account every six months 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.

To enroll, please contact Customer Service at **1-800-870-1664**, or online at [www.nationalgridus.com](http://www.nationalgridus.com).

### DirectPay

Now you can pay your bill automatically—without the hassle of check writing, stamps, mailing and due dates—because your exact bill amount is withdrawn automatically from your banking account.

After you have enrolled, your next monthly service bill will indicate how much energy you used and the amount and date of your next automatic withdrawal. The bill is simply a reminder to not send in your payment. We will withdraw the exact amount from your banking account 25 days after your billing date. Enroll online at [www.nationalgridus.com](http://www.nationalgridus.com).

## Understand your bill and manage costs.



Ever wonder what all those various charges are on your National Grid bill? Confused about supply and delivery costs? Then go to our web

site [www.nationalgridus.com](http://www.nationalgridus.com) and click on the *Inside Your Bill* banner. There you will find all you need to know about understanding and managing your energy costs. You will

also find simple money saving energy conservation tips and information about programs and services available to help you control and manage costs.



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This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir. Este es un aviso importante. Sírvase mandarlo traducir. Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

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

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