

Rhode Island

National Grid

Sept/Oct

ENERGY IN ACTION

for our gas customers

2009

This issue

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Heating season checklist.

With heating season approaching, taking steps now to prepare your home for winter can make your home more energy efficient and save on heating costs.

Here are a few tips to help you:

- ▶ Have your furnace's chimney flue, space heaters and fireplaces checked.
- ▶ Clear space around heat registers, appliance vents and exhaust ducts.
- ▶ Clear chimneys and vents of bird or squirrel nests, leaves and other debris.
- ▶ Make sure that the exhaust and air intake vents of natural gas appliances are not blocked. These vents, which are located on the roof, and on the ground around the outside foundation walls for direct-vent gas appliances, should be kept clear of snow and debris.
- ▶ Seal any holes or cracks that let in cold air. Caulk around windows and replace any broken panes on storm doors and windows. Weatherstrip around doorframes.
- ▶ Check insulation in your attic, walls, ceilings and floors, and add insulation as needed where you can.
- ▶ Remove window air-conditioning units to reduce drafts during the cold months. If this isn't possible, cover all sides of the unit with plastic.

Be aware of carbon monoxide symptoms and dangers.

Recognizing the symptoms of carbon monoxide poisoning, and knowing what to do in an emergency, can save your life.

Carbon monoxide (CO) is an odorless, colorless, tasteless toxic gas that is the byproduct of the incomplete combustion (burning) of fuels such as gasoline, oil, propane, kerosene, coal, wood and natural gas.

Common sources include the malfunctioning of forced-air furnaces, space heaters and natural gas ranges.

Symptoms of carbon monoxide poisoning are similar to those of the flu. Depending upon the amount of carbon monoxide in the air and length of exposure, symptoms may include:

- ▶ Headaches
- ▶ Weakness
- ▶ Confusion
- ▶ Chest tightness
- ▶ Skin redness
- ▶ Dizziness
- ▶ Nausea
- ▶ Sleepiness
- ▶ Flutter of the heart
- ▶ Loss of muscle tone (control)

If you suspect carbon monoxide is present in your home, go outside immediately and



breathe deeply. Then call **911**. If symptoms are severe, get medical attention right away.

Tips to protect you and your family against carbon monoxide:

- ▶ Install "UL"- approved carbon monoxide detectors in your home
- ▶ Have your heating, hot water and venting systems inspected by a licensed heating contractor annually.
- ▶ Chimneys can become clogged from a bird or squirrel's nest, soot buildup or other debris. Also make sure vents are clear of leaves, snow and ice at all times.
- ▶ If you use a back-up generator, install it outside.

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

Save time. Save trees. Get and pay bills online
@www.nationalgridus.com/gopaperless

Gas emergency — **1-800-640-1595**

nationalgrid

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Need options for paying your energy bill?

Budget Billing Plan

To help you manage heating costs, and your household budget, with our Budget Billing, you can spread your annual natural gas costs over 12 months. Your account is reviewed during the year, so your payment can be adjusted. Budget Billing will never cost you any more or less than regular billing. Enroll online at www.nationalgridus.com, or by paying the Budget Billing amount shown in a message on your bill.

DirectPay

For the most efficient and convenient way to pay your natural gas bill, use our DirectPay service. You'll never have to worry about late

payments, because each bill will be paid automatically from the account of your choice 25 days after the bill date. To get more information, or to enroll online, please visit www.nationalgridus.com.



Never hang anything on piping.

For your safety, never hang clothing (or anything else) from gas pipes because the added weight of clothing (especially wet

clothing being hung to dry) can weaken or break joints or fittings.

Help your community by filling out the census.

The 2010 United State Census is fast approaching and needs your input. The U.S. Census is taken every 10 years to count every resident. The data collected helps in making critical decisions on the national, state and local levels. Federal and state funds are allocated based on the data. Therefore, an accurate count means your community gets its fair share of the funds. The data also helps guide in the planning decisions, including where to provide additional social services, build new roads, hospitals and schools and where to locate job training centers.



Please look for your 2010 U.S. Census, fill it out and return it directly to the address on the form—you'll be helping your community and yourself.

Theft of gas puts everyone in danger.

People who steal gas by tampering with meters and gas pipes are breaking the law. They may also be putting you and your family at risk of harm. If you suspect any kind of tampering with gas equipment, please call us at **1-800-870-1664**. You do not have to give us your name.



Go ahead, ask us.

Make sure to check the identification of anyone requesting to enter your home. Every National Grid employee carries a photo ID card with a National Grid logo. Any contractor doing work for us is required

to carry ID. If you have any concerns about the identity of someone requesting entry and stating he or she is from National Grid, please call us.

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.

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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.