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nationalgrid

energy in action

for our **gas customers**

What is energy efficiency worth?

Last year, Rhode Island residents saved \$2.9 million on their gas bills. How? With simple conservation and by using energy efficient appliances.

National Grid gas customers in all states saved \$29.8 million. And there's more to come.

Visit www.powerofaction.com to learn about easy-to-do energy efficiency. It takes only moments to discover energy tips for every room in your house. Put those ideas into action and you can save hundreds each year on your energy bills.

The alternative to energy efficiency is too costly on our budget and the environment. Each of us can make a difference by using less energy. And if we put our actions together – that will make a very big difference.

Save here on energy efficient products.

Discounted items include air cleaners

and filters, ceiling fans, energy efficient lighting, power strips and digital thermostats. They can be found in the *Efficiency Store* online at www.powerofaction.com/efficiency.

You do your part. We'll do ours.

National Grid has committed to the *Three Percent Less* program, with a pledge to reduce its carbon emissions 45% by 2020 and 80% by 2050.

That's why we built the largest solar plant in Massachusetts on the rooftop of our distribution center. And why we plan to buy energy from what may be the very first US offshore wind farm off Rhode Island.

Let's all make energy efficiency a priority. The time for action is now.

Find energy-saving tips and other easy-action plans at www.powerofaction.com

TTY for deaf and speech-disabled customers.

People who use text telephones can call us about service, billing or to report an emergency. Dial **711** for the *Relay Service* and they will call our TTY Customer Service at **1-800-322-5216**.



We can help you help them.

Our free *Third Party Notification* program tells you when a friend or relative's bills become overdue. For more information, call **1-800-870-1664**.



Do we have your email address?

Many customers have given us their email address as another way to stay in touch. Go to www.nationalgridus.com/register and let's connect.

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

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

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THE POWER OF ACTION

Do you own a gas line?

Customers who own gas lines are responsible for their safety. These lines may connect to outside gas lighting, gas heaters for pools or hot tubs, barbecues, and gas appliances in detached buildings. Buried lines should be checked for possible leaks and corrosion. Please call a qualified contractor to inspect your lines for safety.

Extreme caution: carbon monoxide.

Carbon monoxide is a colorless, odorless gas that can make you sick. Severe exposure can be fatal. The *incomplete burning* of wood, natural gas or heating oil produces carbon monoxide.

What you can do.

Prevent carbon monoxide gas in the first place. Have a professional *check your fuel-burning appliances*. Get your *chimney and heating system vents cleaned* by a professional once a year.

Be alert to the *signs of carbon monoxide*. Look around your gas appliances for *staining or soot, and/or excessive condensation*. Your stove and pilot light should burn with a *blue flame, not yellow*.

Install a carbon monoxide alarm.

They are just as important as smoke detectors and could save your life.

Symptoms of carbon monoxide poisoning.

*Headaches • Nausea • Confusion
Dizziness • Blurred vision • Stomach
and chest pains • Rapid heartbeat
Bright red skin color if severe*

If you or someone else has these symptoms, go outside into fresh air immediately. Call **911** for medical attention. Do not return to your home until authorities say it is safe.



Can you pay an easier way?

Check these different options for bill payment and see if they're right for you:

Budget Plan smoothes-out your bills.

With *Budget Plan*, your annual gas cost is spread across level monthly payments.

DirectPay automatic bill paying.

DirectPay pays your energy bill directly from your bank account each month.

Easy payment by credit card.

Western Union Speedpay accepts your credit or debit card payment for a small fee.

Go to **www.nationalgridus.com** to sign up for any of these payment options.

Beat the bugs.

Join us and the Forest Service in fighting the spread of harmful bugs. Please buy, store and use firewood locally. For more information, visit **www.nationalgridus.com/non_html/Bug%20_Infestation_2009.pdf**

Be ready for hurricanes and severe storms.



National Grid works with emergency responders from state and local agencies to prepare for emergencies. The safety of our customers and the general public comes first.

Our gas pipelines run underground and are protected against wind. But severe storms can damage property that falls onto exterior gas pipes and meters. Flooding can also affect gas equipment or appliances.

Unless advised by National Grid, do not shut off your natural gas. If you suspect a gas leak, by smell, sight and/or sound, call National Grid's gas emergency number at **1-800-640-1595**. Move to a safe area before you call.

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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