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nationalgrid

energy in action

for our **electric and gas customers**

Less paper. More satisfaction in doing the right thing.

Did you know that the average homeowner pays approximately 13 bills each month?

And each bill arrives in an envelope; each envelope contains a statement; each statement requires a check, which requires another envelope, which requires a stamp. If National Grid customers did all their billing online, the annual CO₂ savings would be the equivalent of planting over 1 million trees. That's over 350 acres!



Enroll in our paperless program for the ease and safety of receiving your energy bill via email. You can pay online too for even greater convenience and security! By participating in something as simple as paperless billing, your positive impact on the environment can and will be felt. For more information or to sign up, go to www.nationalgridus.com/paperless.

Get the information you need if a storm causes a power outage.

Despite every effort to prevent an outage, we know that a winter storm can occasionally knock out power to your home. When that happens, our first thought is restoring power as quickly and safely as possible. We also want to keep you informed on the progress of our restoration efforts.

In the event of a power outage, National Grid has an interactive online tool — **Outage Central** — that can provide restoration and other important information. It also allows you to report an outage, see exactly where outages have occurred, and get updates on anticipated restoration times.



You can also access this online service for state-wide messaging on storm and power conditions in your area and information on where you can find shelters should you need one.

To learn more about these features, please visit www.nationalgridus.com, click on your state, then on the link to Outage Central.

Make your meter accessible.

National Grid respectfully requests that you keep walkways, driveways and the area around your meter clear of snow and ice during the winter months to prevent damage to your meter and for the safety of our employees. Thank you.

Gas Emergency:
1-800-892-2345

Electric Emergency:
1-800-867-5222

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

nationalgrid

The power of action.™

Protect yourself and your loved ones from cold stress.

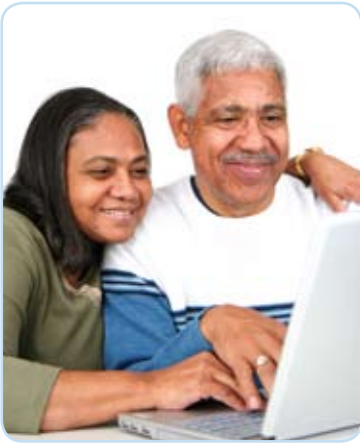
This time of year, dealing with the cold is an everyday occurrence. But when exposure causes the body's temperature to fall below 95 degrees, a condition known as "cold stress" occurs.

It's a particular risk for older people, infants and the chronically ill and it exists even indoors when room temperatures are below 70 degrees for extended periods. If you or someone in your care is having difficulty in speaking or moving, slowed breathing, drowsiness, a puffy

or swollen face, sudden change in appearance or behavior, trembling in an arm, leg or on one side, cold and stiff muscles or difficulty with coordination and balance, seek immediate medical treatment.

To prevent cold stress, wear a hat, scarf, mittens instead of gloves and layers of loose-fitting clothing when outside. At night, wear a warm nightgown or pajamas and socks, and put extra blankets on your bed.

Reach out to a loved one.



If you have a friend or relative who occasionally neglects bills, we can help you help them with our Third Party Notification program. Any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should the account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem. This service provides helpful protection during times of extended absences from home or during illness. To sign up for Third Party Notification, call us at **1-800-870-1664** or fill out the application online at www.nationalgridus.com.

Our energy efficiency programs can save you money.

Taking action now can save on energy costs. Learn how the choices you make at home determine how much you pay for energy. You can also learn about the programs and services we offer, renewable energy, energy savings tips, rebates and incentives.

Get seasonal advice to help you save money on your energy bills — winter, spring, summer or fall.

To learn more about our energy efficiency programs, visit www.powerfaction.com and start saving today!

Put your winter energy bills on a budget.

Finding it hard to manage your winter energy bills? We may be able to help with our Budget Plan. Our Budget Plan lets you spread out your annual energy costs over a full year to lessen the impact of those high season bills.

We'll look at your energy usage over the past 12 months, and other factors, and estimate your monthly payment. This amount is reviewed periodically and may be adjusted — up or down — to prevent you from having a large credit or balance due at the end of your Budget Plan year.

There are no fees to join, and you may cancel at any time. For more information about this plan, and about other payment options available to our customers, please go to www.nationalgridus.com/paymentoptions.



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

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

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

