

# Upstate New York

National Grid

Nov/Dec

## ENERGY IN ACTION

for our electric and gas customers

This issue

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

# 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.

### 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.



Save time. Save trees. Get and pay bills online  
[@www.nationalgridus.com/gopaperless](http://www.nationalgridus.com/gopaperless)  
Gas emergency — 1-800-892-2345  
Electric emergency — 1-800-867-5222

**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.

## Payment Agreement

The Payment Agreement is for eligible customers who have fallen behind on their payments and cannot pay the bill in full. If you owe a past-due balance and are unable to pay the entire amount, call us at **1-800-443-1837** weekdays between 8:00 a.m. and 8:00 p.m. or Saturdays, 8:00 a.m. to 1:00 p.m. We will be happy to discuss your situation with you and try to find a way to help.

## Bill Extender Plan

If you receive a fixed monthly income and your monthly check arrives after your bill's due date, you may be eligible to have 10 extra days to pay your service bill. Call us at **1-800-443-1837** to see if you qualify.

## Third Party Notification

Allows you to designate another person to receive notification of your bill and service status. Please go to [www.nationalgridus.com](http://www.nationalgridus.com) to complete the Third Party Notification Request Form, or for assistance, call **1-800-642-4272**.

## Hospital & Customer Assistance Plan

Allows customers who are temporarily disabled due to hospitalization to extend payment of their bill 30 days from the day it is due. Contact us at **1-800-443-1837** to work out alternative arrangements.

## Home Energy Assistance Program

The federally funded Home Energy Assistance Program (HEAP) assists income-eligible families in paying their energy bills. HEAP payments vary depending on household income, household composition and heating fuel costs in relation to income. If you have questions about HEAP and your eligibility, contact your local Department of Social Services. For a quick eligibility check, visit the New York State myBenefits website or call the HEAP hotline at **1-800-342-3009**.

## Care & Share Energy Fund

The Care & Share Energy Fund is managed by the American Red Cross, helping individuals and households who are facing difficult financial situations with nowhere else to turn for emergency energy assistance. The program serves households in which a member is 60 or older, or is disabled and receiving Supplemental Security Income or Social Security Disability, or is experiencing a medical emergency.

To determine if you are eligible for the Care & Share program, please contact or visit the American Red Cross chapter office nearest you.

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

## Budget Plan

Are you looking for an easier way to manage your energy costs? It may be time to consider our Budget Plan. With Budget 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 three 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, call customer service at **1-800-642-4272**, 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 15 days after your billing date. Enroll online at [www.nationalgridus.com](http://www.nationalgridus.com).

## Receive and pay your bills online.

Take action now. Save money, help the environment and make a difference.

Go to [www.nationalgridus.com/payonline](http://www.nationalgridus.com/payonline) and make your current paper bill the last one you receive.

## Want to pay by credit card?

Provided by Western Union Speedpay, you can use this service to make a payment with your credit card, debit or ATM card, or an electronic check.

Please note that Western Union Speedpay will charge a service fee of \$2.25 to make a payment, with a maximum payment of \$600 allowed per transaction.

What you need for payment:

- ▶ ATM/Debit Cards: acceptable cards should have a Pulse, Star, NYCE or Accel logo.
- ▶ Credit Cards: American Express, Discover, MasterCard or VISA.

To learn more about this service or to sign up, please go to [www.nationalgridus.com](http://www.nationalgridus.com).

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Este es un aviso importante. Sirvase 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.