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**nationalgrid**

# energy in action

for our **electric and gas customers**

## What is energy efficiency worth?

Last year, our customers in upstate New York saved \$4 million on their gas and electric bills. How? With simple conservation and by using energy efficient appliances.

Your neighbors are saving and you can too. If you've got 10 year old appliances, buying new energy efficient appliances makes sense. Even the largest items pay for themselves in savings.

### Energy efficiency you can use.

Forty two thousand of our New York customers have received energy efficiency rebates. Isn't it time you began saving?

- ◆ Residents of apartments with 5-50 units should use our *EnergyWise* program. It helps pay for insulation, air sealing, attic ventilation, ductwork and air infiltration testing, and lighting. Call **1-800-266-9989**.
- ◆ Recycle that old, still working second refrigerator or freezer in your garage or basement. We'll pick it up for free and give you a \$30 rebate. Call **1-877-691-0021** for a pick up.

### Save on energy efficient products, too.

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](http://www.powerofaction.com/efficiency).

### GreenUp<sup>SM</sup> to support renewable energy.

Reduce your "carbon footprint" and slow climate change. National Grid's *GreenUp* program is ranked among the top 10 green power programs nationwide by the Department of Energy. It lets you choose a supplier and the type of renewable energy they provide, including wind, solar and low-impact hydroelectric. Everything starts with you and we're here to help. Get more information at [www.nationalgridus.com/greenup](http://www.nationalgridus.com/greenup).

Find energy-saving tips and other easy-action plans at [www.powerofaction.com](http://www.powerofaction.com)

## Ready – steady for winter.

Now's the time to run down your winter readiness list.

- ◆ Remove window air conditioners or cover them to reduce drafts.
- ◆ Clear chimneys and flue vents, exhaust and air intake vents for gas appliances.
- ◆ Make sure your gas appliances and space heaters are in proper working order.
- ◆ Check that the exhaust and air intake vents of appliances are not blocked. These vents are located on the roof and on the outside foundation walls.



- ◆ Seal any holes or cracks that let cold air inside.
- ◆ Caulk around windows and replace any broken panes on storm doors and windows.
- ◆ Check insulation in your attic, and add insulation if needed.

Gas Emergency: **1-800-892-2345**      Electric Emergency: **1-800-867-5222**

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

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THE POWER OF ACTION

## Beat the bugs.

Join the Forest Service in fighting the Emerald Ash Borer and the Asian Long-Horned Beetle. Please buy, store and use firewood locally. Do not move firewood and help avoid spreading these destructive bugs. For more information, visit [www.nationalgridus.com/non\\_html/Bug%20\\_Infestation\\_2009.pdf](http://www.nationalgridus.com/non_html/Bug%20Infestation_2009.pdf) or [www.beetlebusters.info/](http://www.beetlebusters.info/) or [www.emeraldashborer.info/](http://www.emeraldashborer.info/)

### 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 monthly bills stay constant, adjusted every few months to match your actual energy usage.

#### **Paperless Billing** saves trees.

Get an email each month when your bill is ready. Go online, print your bill and send us a check. Or you can choose to pay online, too.

Go to [www.nationalgridus.com](http://www.nationalgridus.com) to sign up for any of these payment options.



## 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 Customer Service at **1-800-642-4272**.

### Braille Bills/Eye Saver Service

If someone you know is blind or sight-impaired, we can send bills in Braille or a larger size print. Call **1-800-642-4272** for information.



### 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](http://www.nationalgridus.com/register) and let's connect.

This is an important notice. Please have it translated.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

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

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