



In This Issue:

- ◆ Tips for planting season.
- ◆ Support renewable energy.
- ◆ Energy theft hurts everyone.
- ◆ Make your community count.

nationalgrid

energy in action

for our **electric and gas customers**

Choose proper plants for proper places.

As the weather warms, you might be thinking of doing your part to help keep the environment clean by planting trees. Here are a few tips to prevent any newly planted trees from interfering with your, or your neighborhood's, electrical service:

- ◆ Ask your local nursery or landscape professional to recommend species of trees that will safely suit the location once they have matured.
- ◆ If you are planting a tree within 25 feet of overhead utility lines, be sure that it is a species that matures to a height of no more than 30 feet.
- ◆ Call Dig Safely New York at **811** or **1-800-962-7962**, or visit www.digsafelynewyork.com before starting any outdoor project to prevent personal injury, property damage and service interruptions caused by accidentally digging into electric, gas, telephone, water, sewer or cable facilities. Please call at least two full working days, and no more than ten working days, before digging.

For additional information on avoiding tree and utility lines, please visit www.nationalgridus.com/trees, or www.digsafelynewyork.com



Play it smart when paying your bill.

Many National Grid customers pay their electric bills directly through a payment agent who has been authorized by National Grid to collect payments and forward them to us. However, some customers use bill payment services that have not made arrangements to act on behalf of National Grid. We cannot provide any guarantee that payments made through one of these unauthorized bill payment services will be forwarded in a timely manner, or even that they will be forwarded at all.

To protect yourself and your electric service, please use caution when making your payment through a third-party bill payment service that is not authorized. Most important of all, always keep your receipt. For a list of authorized payment agencies visit www.nationalgridus.com or call the customer service number on your bill for the payment center or authorized payment agent in your area.

National Grid files innovative rate proposal.

On January 29, National Grid submitted a comprehensive proposal to establish new electric delivery rates in upstate New York for three years, while allowing the company to continue its significant investment in the electric transmission and distribution system to meet the growing and changing needs of customers. We believe this proposal will allow us to address the goals of providing safe and reliable service to customers at a reasonable cost, with little to no impact on typical customer delivery bills. The proposal, subject to review and approval of the New York Public Service Commission, would take effect next January.

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.™

Go green with renewable resources.

Making greener choices? Now you can support the development and generation of renewable energy by enrolling in GreenUp,SM National Grid's renewable energy program. With our GreenUp program, you can choose to have all or part of your electricity generated from renewable resources such as solar, wind, biomass and hydro while keeping us as your electricity supplier. We will continue to issue your bill and provide customer service. You'll be helping to offset the environmental impact of producing electricity from coal, gas and nuclear

energy and taking greater responsibility for the environment.

For more information or to sign up, go to www.nationalgridus.com/greenup.



Energy theft is everyone's problem.

People who bypass, divert and tamper with meters are often unaware of the risks involved. Their actions cost utility companies billions of dollars annually.

How is it your problem? These losses are factored into rates for all customers — and can endanger lives and property, as well as threaten public safety.

National Grid is seriously committed to the protection of its customers and to eliminating theft and reducing related costs. If you have information related to energy theft, please contact us at www.nationalgridus.com/energytheft or call our toll-free TIP line at **1-800-322-2234**. All information will be kept confidential.

Be safe. Schedule a gas line inspection.

National Grid diligently maintains the gas pipes that it owns to ensure safety and efficiency. But did you know that you, as the customer, are responsible for the safety of the gas lines that run from the outlet of the gas meter to your natural-gas-burning appliances?

These lines may be above or below



ground, and it's especially important that buried gas lines be inspected periodically and maintained to prevent corrosion and leaking.

Customer-owned buried piping is often found in:

- ◆ Outside gas lighting
- ◆ Gas heaters for pools or hot tubs
- ◆ Natural gas barbecues
- ◆ Detached buildings with gas appliance(s)

If an inspection uncovers unsafe conditions, the pipe should be repaired immediately. Contact your local plumbing/heating contractor or a leak survey corrosion expert to perform this work.

Make your community count. Fill out the Census.

Your input is critical to the 2010 United States Census. Taken every ten years, the U.S. Census collects data on every resident in the country. The data helps with national, state and local decisions, including decisions about who gets federal and state funds. That means the only way you and your community get your fair share is if each and every one completes and returns the census.

The data you and your neighbors supply also helps guide planning decisions, including where to provide additional social services, build new roads, hospitals, schools, and where to locate job training centers. Please fill out your 2010 U.S. Census and return it to the address on the form. You'll be helping your community and yourself!

This is an important notice. Please have it translated.

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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.