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nationalgrid

energy in action

for our **electric and gas customers**

Saving energy means saving money.

It's simple. The less energy you use, the less you pay for. If we all use just 3% less energy, Upstate New York would be cleaner and greener. And our bank accounts might look brighter, too.

Getting started is easy.

Switch to energy-efficient fluorescent bulbs. Turn off lights and appliances when you're not using them. When it's warm outside, open windows and run a fan instead of the a/c.

Savings up front.

National Grid offers substantial rebates on high-efficiency equipment to its natural gas heat customers. Plus, you can save even more by choosing ENERGY STAR®-approved equipment, earning tax credits of up to \$1,500.



Use 3% less energy to save money.
 Learn how at www.powerofaction.com.

Take the next step.

Remember, the less energy you use, the less you pay for. Take a simple quiz to learn about your home's energy usage, and find more energy saving tips at www.powerofaction.com.

Growing trees and serving energy needs.

In New York, National Grid maintains over 36,000 miles of electric lines providing safe, reliable service. We also safeguard 12 million trees growing alongside our power lines.

Our tree-trimming program follows guidelines we developed with the U.S. Forest Service. We keep a maintenance schedule and use specific pruning techniques to reduce the chance of trees contacting high voltage wires.



In your area.

You should see us tree trimming in your area about every five to seven years. But if you spot a significant tree hazard to nearby power lines, call our Customer Service center at **1-800-642-4272**.

Plan ahead for spring plantings.

If you are planting a tree within 25 feet of overhead utility lines, choose one that grows no taller than 30 feet. Your local plant nursery will gladly suggest trees to safely fit their location when fully grown. Visit www.nationalgridus.com/trees for more information.

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.™

Be ready for severe summer storms.

National Grid is proactive in pruning trees near power lines to lessen the chance of an outage. But when it comes to lightning strikes and gale-force winds, your cooperation will make any power disruption much easier.

Before the storm.

- ◆ Get a few flashlights and a battery-operated radio. Don't forget extra batteries.
- ◆ Have our outage number nearby. If the power goes out, call **1-800-867-5222**.
- ◆ If you depend on electric life support equipment, call us at **1-800-642-4272** for information about planning for an emergency.

During the storm.

- ◆ Leave a light on to know when the power returns.
- ◆ Never touch any fallen lines or anything touching them. Report fallen lines to **1-800-867-5222**.

After the storm.

- ◆ If your neighborhood's electric service is back on and your home is still dark, call us at **1-800-867-5222**.
- ◆ If your home has flooded, check with an electrician before turning anything on.

Our top priorities.

During a storm, our first concern is restoring power to hospitals, police, fire and other emergency services. Then we make repairs to the largest outage community, then the next largest, and so on.

National Grid restored power to 97% of its customers within 48 hours of a storm that hit New England and Upstate New York this past February. We thank our teams who worked around the clock, and we thank our customers for their patience.

Work outdoors, play outdoors – wisely.

Nationwide, power lines are hit by accident every 10 minutes. So please, remember to stay at least 10 feet away from overhead electrical power lines. Take a few moments when a little extra care is required:

- ◆ Do not use an aluminum ladder, damp wooden ladders or scaffolding within 10 feet of power lines. A slip could lead to shock or electrocution.
- ◆ Please do not climb or work in trees that are near electric wires. Overhead power lines are not insulated.
- ◆ Fly kites and other toys in open fields, far from any trees or power lines.



Call before you dig.

Call *Dig Safely*® New York before starting any outdoor project. Call **811**, or **1-800-962-7962**. They will notify utilities to place markers so you can avoid digging into underground electric, gas, telephone, water, cable or sewer lines.

Easier summer energy bills.

Our Budget Plan smoothes the “peaks and valleys” of your energy bills, making your energy payments easier. We set an average monthly payment by checking your past energy use. Then we adjust that amount every three months, so you have a smaller balance due or credit due at the end of your Budget Plan year. Sign up online at **www.nationalgridus.com**, or call Customer Service for more information.

Helping kids stay in school – and graduate.

Recognizing that 1.2 million students drop out of high school in the U.S. each year, National Grid has taken action and donated \$750,000 to City Year's *Whole School, Whole Child* program. This program has a proven track record of improving student performance and is specifically designed to help keep students in school and on track to graduate. It covers education districts across Massachusetts, New Hampshire, Rhode Island and New York. We live and work in these communities, too. That's why we're supporting City Year's strategy and have been a City Year partner for about 10 years.

This is an important notice. Please have it translated.