

Massachusetts

National Grid

Jan/Feb

ENERGY IN ACTION

for our electric customers

2009

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Go paperless with online billing and e-pay and make a difference.



Receiving, viewing and paying your bills electronically has never been easier. This convenient and simple action can also have a positive effect on the environment!

Did you know that the average homeowner pays approximately 13 bills each month? If all National Grid customers did their billing online, the annual CO₂ savings would be the equivalent of planting over 26,000 trees. That's over 90 acres!

We have a number of online options for you to choose. Take action and be part of the climate change solution. For more information or to sign up, go to www.nationalgridus.com/gopaperless.

Payment concerns? We're here to help you.

Do you need help paying your National Grid bill? We will work with customers to arrange mutually agreeable payment plans on past-due accounts and current bills. Please call us at

1-866-395-0315 to see if we can help you with those past-due energy bills. Our business hours are Monday-Friday, 7 a.m. to 9 p.m., and Saturday, 7 a.m. to 5 p.m.

Put your winter energy bills on a budget.


Are you finding it hard to manage your winter energy bills? Why not consider our Budget Plan. With our Budget Plan, your annual energy costs will be spread out 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 every six months 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 regarding this plan, and other payment options, please go to www.nationalgridus.com/paymentoptions.

 Save time. Save trees. Get and pay bills online @ www.nationalgridus.com/gopaperless

nationalgrid

The power of action.

Caring starts with the Good Neighbor Energy Fund.



If you are unable to pay your electricity bill, you may qualify to receive help from the Good Neighbor Energy Fund, which is administered through the Salvation Army. If you need

help, contact the Salvation Army chapter office nearest you.

If you can help National Grid help others facing financial hardship this winter, look for the convenient donation envelopes enclosed with your utility bills, or contact the Salvation Army.

To find out how you can help, please call:

1-800-334-3047 (area codes: 617, 508, 781 or 978) or **1-800-262-1320** (area code: 413)

Stay safe from cold stress.

Did you know that cold stress occurs when exposure causes the body's temperature to fall below 95 degrees? This is of particular concern for older people, infants and people weakened by chronic illness—the risk exists even indoors when room temperatures are below 70 degrees for extended periods.

Cold stress should be treated immediately by a doctor or emergency medical team at the first sign of any of the following symptoms including: 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.

Dress properly to prevent cold stress. When outdoors, wear a hat, scarf and layers of



loose-fitting clothing. Wear mittens instead of gloves. Make sure the layer next to your skin is dry. At night, wear a warm nightgown or

pajamas, and socks, and put extra blankets on your bed.

Helpful Hint - Before a severe winter storm, it may be a good idea to turn up the thermostat and raise your home's temperature in advance, to keep you from becoming too uncomfortable if there is a power outage. It's just one way you can protect yourself and your family from the dangers of hypothermia, or cold stress.

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 and it's only a click away.

Learn about the programs and services we offer, renewable energy, energy saving tips—water heating, kitchen/laundry, air conditioning, refrigeration and lighting. Get seasonal advice to help you save money on your energy bills—winter, spring, summer or fall; and there's an energy calculator to help

determine your annual operating costs for home heating, cooling and your major appliances.

To learn about our energy efficiency programs, please go to www.thinksmarthinkgreen.com.

Helpful hint - Cold air let in by air leaks can increase your energy use, so seal all holes and cracks where cold air can get in your home, especially in the attic and basement.

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.