



In This Issue:

- ◆ Savings in 10 minutes or less.
- ◆ Help out – or get help.
- ◆ A new site. A new look.

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# energy in action

for our **electric** customers

## Ten energy savers – in ten minutes or less.

It takes moments to reduce your electric bill quickly, easily and entirely free. Check our checklist to start saving today and every day.

- ◆ Remove window a/c units.
- ◆ Be sure to shut the chimney flue.
- ◆ Unplug electronics you aren't using.
- ◆ Use direct sunlight to heat rooms.
- ◆ Close curtains or shades at night.
- ◆ Install storm windows if you have them.
- ◆ Clean your furnace air filter.
- ◆ Lower your thermostat to 68°.

- ◆ Set hot water temperature to 120° – save energy and prevent scalding.
- ◆ Wash clothes in cold water.



## Help out if you can.

Many of our customers need help paying their energy bill. If you can make a donation, please use the envelopes that come with your utility bills.

## Get help if you need it.

If you need financial assistance, the following programs may help.

**Good Neighbor Energy Fund.** Available in Massachusetts, the *Good Neighbor Energy Fund* helps customers who may not qualify for other financial assistance. For more information, visit [magoodneighbor.org](http://magoodneighbor.org) or call the Salvation Army at **1-800-334-3047** if you live in Eastern Massachusetts or **1-800-262-1320** if you live in Western Massachusetts.

**Arrears Management Program.** In Massachusetts, National Grid's *Arrears Management Program* provides financial assistance to low-income customers in Massachusetts who have unpaid energy bills. You may qualify for forgiveness of past due bills. For more information go to [nationalgridus.com](http://nationalgridus.com) and look for "Bill assistance."

**Neighbor Helping Neighbor Fund.** In New Hampshire, the *Neighbor Helping Neighbor Fund* may help limited income households not eligible for fuel assistance. This is a private charitable fund that provides assistance to customers whose income is above the fuel assistance guidelines. Apply at your local *Community Action Agency*.

Visit [nationalgridus.com](http://nationalgridus.com) for more information about our financial assistance programs.



Let's connect for money-saving tips, rebates and special promotions. When you provide us with your email address, we can share information that can help you save on your monthly energy bills. Visit [nationalgridus.com/connecttoday](http://nationalgridus.com/connecttoday) to sign up.

Electric Emergency: **1-800-465-1212**  
24 hrs/day ◆ 7 days/week ◆ 365 days/yr

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## Continuing aid after Irene.

The nonprofit *National Grid Foundation* has donated \$500,000 to the *United Way* and *Red Cross* organizations in New England, assisting communities throughout the region in their recovery from tropical storm Irene.

### A new site. A new look. More ways to save money.

And that's just for starters. A new **NationalGrid.com** website is coming soon to provide more of what customers have told us they need – and want. You will find more ways to help you manage your account and cut your energy costs along with:

- ◆ Easier, more intuitive navigation.
- ◆ More interactive tools and programs.
- ◆ Information and content specifically related to your community.
- ◆ Expanded energy efficiency pages to help you conserve energy – and save money – all year round.

We hope you'll make the most of our updated, energized site. Go paperless, view and pay your bill online, check 24 months of usage and payment data any

time you want, and so much more. In addition, look for a redesigned Safety and Outage section where you can report or check on an electrical outage.

Already have a User ID? When you sign in to **NationalGrid.com** after we launch, you'll be prompted to change your current User ID to your email address. Not yet registered? Find out what you are missing by following the easy registration prompts.

Join the National Grid community on

**facebook**

at: **facebook.com/nationalgrid**

and subscribe to our

**twitter**

feed: **twitter.com/#!/nationalgridus**

## Preparing for winter's worst.

Are you ready for whatever a storm throws at you? Be prepared to hunker down and see it through. Here's a few tips to get you started:

- ◆ Have emergency heating ready – a fireplace, wood stove or space heater – and know how to use them safely and correctly.
- ◆ Be ready with a flashlight and fresh batteries.
- ◆ Keep a battery-powered radio or crank-driven radio on hand for emergency information.
- ◆ Buy extra food, water and a camp stove for cooking.
- ◆ Be sure your cell phone and laptop are fully charged.
- ◆ Stock extra medicine, baby items and first aid supplies.
- ◆ Check that your fire extinguisher, carbon monoxide and smoke detector are working.
- ◆ Keep tabs on friends and relatives who may need help.

## The power's out. Now what?

Severe winter storms can topple trees into utility poles and may bring down electrical wires. For your safety, please treat all downed wires as live and dangerous. If the power goes out, call our emergency number at **1-800-465-1212**. Don't assume someone else will call – you might be the only one in the neighborhood. Then visit **Outage Central** at **nationalgridus.com** to see outage locations and get updates on our estimated repair time.

## Choose payment agencies carefully.

Use caution when making your electric bill payment through a bill payment service. *Always* get a receipt and keep your receipt. Check **nationalgridus.com** for a list of authorized agents.

## Paperless billing quick as a click.

Sign up for **Paperless Billing** and get an email each month when your energy bill is ready. Go online, print your bill and send us a check. Or you can choose to pay online, too. Visit **nationalgridus.com** for more information.



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.  
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

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

Questa è un'informazione importante.  
Si prega di tradurla.