



In This Issue:

- ◆ Choosing clean energy.
- ◆ Ready – steady for winter.
- ◆ Make energy-saving a habit.

nationalgrid

energy in action

for our **electric customers**

Choosing clean energy technology.

Electricity is commonly made by burning coal, oil or gas. These are non-renewable resources. Renewable sources of electricity include wind, solar energy and hydro power.

National Grid is a utility that delivers electricity – we don't generate the electricity.

The default electricity that we transmit to homes and businesses is the least expensive possible and may include non-renewable and renewable energy sources. But you can choose to buy purely renewable energy through our **GreenUpSM** program.

GreenUpSM offers you a choice of different providers who generate electricity using renewable sources that are less damaging to the environment. Unfortunately, they are also more expensive.

There are a number of reasons for the added cost. Factors that raise prices include renewable sources using relatively new technologies, the smaller scales of production and fewer subsidies than non-renewable producers get from the federal government.

If you decide you'd prefer renewable energy you need to sign up. National Grid

will still be responsible for safely delivering your electricity, providing customer service and responding to emergencies.

For a typical home and depending on the provider you choose, your rates may increase by \$22 extra or more per month. Your **GreenUpSM** portion of the bill goes entirely to supporting the development of renewable energy as a clean alternative.

Please visit **nationalgridus.com/greenup/eia** for more information.



Ready – steady for winter.

- ◆ Remove window air conditioners or cover them to reduce drafts.
- ◆ Clear chimneys and flue vents. Call a professional if you can't do that yourself.
- ◆ 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.

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 contact National Grid's Customer Service.

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

nationalgrid

THE POWER OF ACTION



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 to sign up.

Making energy-saving a habit.

It never hurts to save resources when you can. And to save your money too. Because the less energy you use, the less you pay for.

Saving energy is also the right thing to do for cutting down on carbon emissions and supporting a cleaner environment.

Today, energy is very easy to access and take for granted. We've spent billions to develop and create a safe, reliable power system. Need light, heat or power? Just flip a switch.

But people are beginning to realize that convenience comes with a price. For instance, most appliances are on permanent standby, plugged-in and draining electricity for instant-on satisfaction.

That's why we ask our customers to unplug devices they aren't immediately using. Or buy a power strip that turns off an entire entertainment center with one switch. We have those for sale online at powerofaction.com.

What makes energy efficiency work effectively, day in and day out, is consistency and getting in the habit of doing simple energy-saving actions.



Like turning off the lights when you leave a room. And using your windows and shades to help regulate heat, light and air flow in your home.

Of course, National Grid is offering energy efficiency programs and valuable rebates throughout the year. Including home energy check-ups by a certified Energy Specialist. Find out about these programs through this newsletter, by signing up for emails at nationalgridus.com/connecttoday or by visiting our website at powerofaction.com.

But remember that you play the most important part in saving energy by using less energy whenever you can.

Save up to \$50 using more efficient light bulbs.



National Grid offers discounted pricing on energy-saving ENERGY STAR® qualified compact fluorescent light bulbs.

They use 75% less energy, produce the same amount of light and last up to 10 times longer than standard incandescent bulbs. That can add up to \$50 in savings over the lifetime of the bulb.



For more information, please visit powerofaction.com/ma/lightingeia if you live in Massachusetts, powerofaction.com/nh/lightingeia if you live in New Hampshire or powerofaction.com/ri/lightingeia if you live in Rhode Island.

You must be a National Grid residential electric customer to qualify.

Pay an easier way.

Paperless Billing quick as a click.

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.

Budget Plan smoothes-out your bills.

With *Budget Plan* you are billed the same amount each month. Adjustments are made every few months (up or down) to reflect your energy usage.



This is an important notice. Please have it translated.

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