

# New Hampshire

National Grid

Jan/Feb

# ENERGY IN ACTION

for our electric customers

This issue

- ▶ Go paperless
- ▶ Time for a budget plan
- ▶ Stay safe from the cold

# 2009

## 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 CO<sub>2</sub> 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](http://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](http://www.nationalgridus.com/paymentoptions).

 Save time. Save trees. Get and pay bills online @ [www.nationalgridus.com/gopaperless](http://www.nationalgridus.com/gopaperless)

**nationalgrid**

The power of action.

# Caring starts with Neighbor Helping Neighbor.

If you are unable to pay your electric or gas bill, you may qualify to receive help from the Neighbor Helping Neighbor Fund. A statewide initiative, Neighbor Helping Neighbor helps customers who cannot afford to pay their electric or gas bill who experience some sort of emergency or financial hardship but are unable to qualify for other government-funded energy assistance programs. If you need help this winter, contact your local Community Action Agency.



## County

Cheshire & Sullivan

Coos, Carroll & Grafton

Hillsborough

Rockingham

## Contact Number(s)

603-352-7512 or 1-800-529-0005

603-752-7105 or 1-800-552-4617

603-668-8010 or 1-800-322-1073

603-436-3896 or 1-800-639-3896

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 go to

[www.nhnmfund.org](http://www.nhnmfund.org) to make an online donation. If you would like to mail in your tax-deductible contribution, please mail it to: **Neighbor Helping Neighbor Fund, Post Office Box 3804, Manchester, NH 03105**

## 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.

At National Grid, we have programs that can help you maximize the energy efficiency of your home. You may be eligible to receive incentive dollars for qualified electric efficiency improvements. These incentives include replacement of inefficient lighting and refrigerators, and adding insulation in electrically heated homes.

To learn more about these programs, please go to [www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com).

For income-eligible customers, there is a program that helps reduce electricity and oil costs. An energy manager from your local Community Action Agency may provide an appliance analysis which indicates how much each appliance costs to operate and how much you might save. You may also qualify for other items including:

- ▶ ENERGY STAR® lighting
- ▶ Water saving measures
- ▶ Insulation and air sealing measures

To get more information regarding this program, please contact your local Community Action agency.



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.