

New England

March/April

National Grid

ENERGY IN ACTION

for our electric customers

2009

This issue

- ▶ Go with the floe
- ▶ Think safety
- ▶ Energy theft

Go with the floe and take action to combat climate change.

At National Grid, we created a website, www.nationalgrid.com/floe, to help people understand how their energy choices and other daily routine activities affect their energy use and impact the environment. To date, a community of thousands of individuals have joined together to make a huge difference for the environment through their small actions. The Floe community has pledged to save more than 40 million pounds of carbon, and that number continues to grow daily. We recently added functionality that allows any group of people to log onto our website as single units to make a collective pledge.

This new tool could prove very useful to teachers, environmental clubs, scout troops and other groups who want to work together to help reduce their carbon footprint. Whether you are an individual or part of a group, why not log on today and make your own pledge to reduce your energy use and help the environment—go to www.nationalgrid.com/floe.



Think safety first when planning outdoor projects.

When your home needs maintenance and repair, pay attention to safety at all times and make it part of your planning. Whether it's a big or small project, you can prevent tragic accidents with some simple steps:

- ▶ Consider all overhead lines to be live and dangerous. Electrical lines that are energized lines can include telephone wires, cable TV wires and streetlight wiring—overhead lines are not insulated and they carry enough electricity to cause serious injury or even death.
- ▶ Injuries may occur when a homeowner or contractor carries, raises or moves a ladder from one location on a house to another. Consider hiring qualified professionals who know to keep ladders, staging, vehicles

and equipment at least 10 feet away from residential electric service lines and utility equipment—stay even farther away from transmission or high-voltage lines.

- ▶ If you're planning any type of excavation project, call **1-888-DIGSAFE (344-7233)** or **811**—at least 48 hours in advance in Rhode Island and 72 hours in advance for Massachusetts and New Hampshire before work begins (excludes weekends and holidays). DigSafe® notifies us and other participating utilities, giving us time to mark our underground wires, pipes or cables to prevent personal injury, property damage and service interruptions. To download a copy of DigSafe® state laws and rules, please go to www.digsafe.com.

For more information regarding electrical safety, please go to www.nationalgridus.com/safety.



Think safety—and watch out:
About half of all electrocution fatalities come from indirect contact, through a tree branch, ladder or other conductive objects.

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

nationalgrid

The power of action.

Use only authorized payment agencies when paying in person.

Many of our customers prefer to pay their electric bill in person. Our website has a complete list of authorized payment agencies. Using authorized payment agencies ensures you of timely payments and your account being credited properly. Using unauthorized agencies does not guarantee that we will receive your payment in a timely manner—or even at all.

For a complete list of authorized payment agencies, visit www.nationalgridus.com/

payagent. You may also call us at **1-800-322-3223.**

What you can do to help protect yourself:

- ▶ Use only authorized payment agencies
- ▶ Bring your bill with you to ensure that your payment is properly credited
- ▶ Always keep a receipt or other record of your payment

Consider a career in the utility industry.

National Grid worked with three local community colleges, funded by a grant from the U.S. Department of Labor, to develop a certificate program that awards college credits and encourages students to seek field force career opportunities in the energy utility industry.

Utilities in the United States are continuing to invest in their infrastructure with improvements and energy delivery growth to meet the growing needs of the consumers and businesses. As part of this, utilities across the Northeast will be hiring employees to meet these needs at rates of approximately \$23+/hour.

If you are interested in the September 2009 certificate program, please contact one of the following institutions listed below:

Middlesex Community College –
Admissions- **(978) 656-3208**
brownc@middlesex.mass.edu

North Shore Community College –
Admissions – **(781) 477-2107** or
(978) 762-4000, extension **4187** or
4188 – info@northshore.edu

Quinsigamond Community College –
Admissions – **(508) 854-4262** –
qccadm@qcc.mass.edu

Energy theft affects everyone.

Energy theft is everyone's problem—costing utility companies billions of dollars annually. How is it your problem? These losses are factored into rates for all customers—and can endanger lives and property, as well as threaten public safety.

People who bypass, divert and tamper with meters are often unaware of the risks involved.

National Grid is seriously committed to the protection of our customers, eliminating theft and reducing related costs.

If you have information related to energy theft, please contact us at www.nationalgridus.com/energytheft or call our toll-free TIP line

at **1-800-322-2234.** All information will be kept confidential.



Choose our GreenUp program for renewable energy.*

Looking to go green? Enroll in National Grid's renewable energy program, GreenUp—you'll be helping to offset the environmental impact of producing electricity from coal, gas and nuclear energy. GreenUp lets you choose to support the production of renewable energy—

such as solar, wind, biomass and hydro resources (water).

For more information see, www.nationalgridus.com/greenup.

*Only available for Massachusetts and Rhode Island customers

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

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

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