

New England

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National Grid

ENERGY IN ACTION

for our electric customers

2009

This issue

- ▶ Stay cool and save energy
- ▶ Play it safe
- ▶ Protect home electronics

Stay cool and save energy.

Cooling your home with central air can use almost as much energy as heating your home. So follow these tips to use energy more efficiently and better control your cooling costs.

Limit central air use—Use only when necessary. When the weather is cooler, use other options to cool off, such as opening windows or using a fan. When you do turn on the central air, set the thermostat as high as is comfortable.

Minimum recommended temperature for energy efficiency is 78 degrees.

A room cooled to 75 degrees costs 18 percent more than a room cooled to 78 degrees.

If your air conditioner has a timer, set it to turn on the unit no more than 30 minutes

before you expect to return home. That's plenty of time to make rooms cool and comfortable.

Keep window air conditioner units at peak efficiency

- ▶ Change or wash the air filter once a month during the cooling season.
- ▶ Have your window units tuned up once a year.
- ▶ Fill cracks and gaps around the air conditioner with foam weatherstripping.

Use a fan—Fans are the least expensive cooling equipment you can use.

- ▶ When the humidity isn't too high, use window fans to blow cool air into your home.
- ▶ A ceiling fan can provide constant breezes for increased comfort.
- ▶ Use a fan in conjunction with air conditioners to avoid having to set the air conditioning too low.

Be prepared for severe summer storms.

Lightning from summer thunderstorms can strike electrical equipment and strong winds can cause tree limbs or weakened trees to fall on electrical wires resulting in power outages. While National Grid actively inspects and maintains its system and prunes and trims trees near power lines to minimize the likelihood of the loss of power, here's what you can do to help:

Before the storm

- ▶ Place National Grid's outage number—**1-800-465-1212** on or near the phone.
- ▶ Place working flashlights throughout the house (plus extra batteries).
- ▶ Have a battery-operated radio on hand (plus extra batteries).
- ▶ Keep extra drinking water, a manual can opener and a supply of canned and dried foods on hand in case an outage lasts more than a few days.

- ▶ If you depend on electrically operated life support equipment, call us at **1-800-322-3223** for information about planning for an emergency.

During the storm

- ▶ Leave a light switch on to alert you when the power is back on.
- ▶ Never touch any fallen lines or anything touching fallen wires. Report all fallen wires by calling us at **1-800-465-1212**.

After the storm

- ▶ If your neighborhood's electric service has been restored and your home is still without power, call us at **1-800-465-1212**.
- ▶ If your home has flooded, check with an electrician before turning anything on.
- ▶ Gradually reconnect your appliances so as not to overload circuits.



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The power of action.™

Play it safe near overhead power lines.

When you're enjoying the outdoors, remember to play it safe and avoid dangerous overhead electric lines.

- ▶ Fly kits, model airplanes, balloons and other toys only in open fields, far from any trees and power lines. Never climb an electric tower or pole, or any tree that is near overhead lines.
- ▶ Don't fly toys on damp or rainy days, because wet string can conduct electricity. Don't use wire or a kite that has metal in it—if it touches a power line, it can be deadly.
- ▶ When sailing, be alert near shorelines, inlets and marinas for overhead lines that could come in contact with masts or antennae.

- ▶ When fishing, check for nearby electric lines before casting your line.
- ▶ Whenever you see a downed line, treat it as though it is live and dangerous. Don't touch a downed line or anything that is touching it. Keep everyone away and call National Grid immediately at **1-800-465-1212**.



Protect your sensitive home electronics.

National Grid continually looks for new ways to reduce power outages and outage lengths. We continue to aggressively work towards strengthening our delivery network and improving our system's reliability.

Many factors can cause power interruptions, outages or disturbances, such as a dip can cause power interruptions, outages or disturbances, such as a dip in voltage—causing lights to flicker, TV pictures to shrink, digital clocks to flash and personal computers to lose data.

Here are some tips to help minimize the consequences of momentary power interruptions:

- ▶ When purchasing a programmable appliance, make sure it has a battery-operated backup system that prevents power disruption.
- ▶ When working with a home computer, store information into permanent memory periodically throughout the day.
- ▶ Small plug-in surge protectors can be

bought at most electrical equipment suppliers and will provide protection from voltage spikes.

- ▶ Plug sensitive equipment into outlets as far away as possible from main breaker panels or fuse boxes. Such equipment should not be plugged into the same circuit as major appliances such as air conditioners, pumps, refrigerators or washing machines.
- ▶ Unplug sensitive equipment—such as, DVD players/recorders, satellite dishes and computers whenever there is the threat of a severe electrical storm. Also unplug phones lines to sensitive equipment or purchase phone line surge protectors.



Recognition for our efforts.

National Grid receives Emergency Recovery Award for power restoration efforts.

On March 11, The Edison Electric Institute (EEI) honored National Grid as a winner of the association's "Emergency Recovery Award" for the company's effort to restore power to its customers following the severe ice storm that struck the Northeast this past December. The award, presented annually by EEI, recognizes exceptional efforts in restoring electric service that has been disrupted by severe weather or other natural events.

National Grid receives national recognition for outstanding contributions in energy efficiency.

For the tenth consecutive year, National Grid has received national recognition from the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy (DOE) for leadership in mitigating the effects of climate change by promoting energy efficiency. The company received three awards at the EPA-DOE ENERGY STAR awards ceremony held March 31, in Washington D.C.

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