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- ◆ Savings in 10 minutes or less.
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- ◆ Preparing for winter's worst.

nationalgrid

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 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 program may help.

Rhode Island Good Neighbor Energy Fund. This fund may help residents in temporary crisis who cannot pay their energy bill and are not income eligible for LIHEAP funds. The maximum grant is \$400, once per heating season. For more information, visit rigoodneighbor.com or call **1-401-831-1119**.

Visit nationalgridus.com for more information about our financial assistance programs.

Continuing aid after Irene.

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

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.

“There are people in Rhode Island who appreciate all of your hard work and dedication in accomplishing a very difficult job in the aftermath of Irene.”

– Lee and Kathy Swanson, North Scituate

Electric Emergency: 1-800-465-1212

24 hrs/day ◆ 7 days/week ◆ 365 days/yr

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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.

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



at: facebook.com/nationalgrid

and subscribe to our



feed: twitter.com/#!/nationalgridus

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.



Preparing for winter's worst.

Are you ready for whatever a winter storm throws at you? Be prepared to hunkerdown and see it through:

- ◆ 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. And you can follow our restoration progress online. Visit **Outage Central** at nationalgridus.com to see the outage locations and get updates on our estimated repair time.

Leftovers to light Rhode Island.

Rhode Island will soon be turning food waste – about 120 tons that's now dumped into a landfill every day – into rich gardening soil and enough electric power to light thousands of homes. The National Grid-supported electric generating facility should be running before the end of 2013 for the benefit of Rhode Island customers and the environment.

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.