

Rhode Island

National Grid

Jan/Feb

ENERGY IN ACTION

for our gas customers

This issue

- ▶ Use DirectPay
- ▶ Time for our Budget Plan?
- ▶ Winter safety checks

2009

Never worry about bill due dates.



National Grid's free DirectPay service is the most efficient and convenient way to pay your natural gas bill. You never have to worry about late payments or rushing to the mail box, because each month your bill amount is paid automatically from the bank account of your choice. You'll still receive your gas bills as usual and will have about 25 days to review each bill before it is paid. For more information, visit www.nationalgridus.com or call **800-870-1664**.

Reduce, rebate, repeat.

It's like a coupon with no expiration date, that you use again and again. It's the power of energy efficiency. Even simple steps you take today can have benefits for years to come. But for those who really like coupons, how does a rebate of up to \$50 on programmable

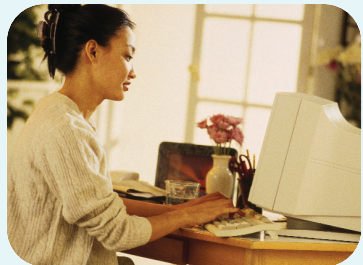
thermostats sound? Or up to \$1,000 on high-efficiency heating equipment? It's all available at National Grid's energy efficiency Web site, www.thinksmarthinkgreen.com. Save money now, with the potential for energy savings for years to come.

Time for our Budget Plan?

Are you looking for an easier way to manage your energy costs? It may be time to consider our Budget Plan. With the Budget Plan, your annual gas costs will be spread out over a full year to lessen the impact of your higher season bills.

Based on your gas use history and other factors we estimate your total cost over the next year, and simply divide it into 12 manageable, monthly payments. We'll review it during the year and make adjustments if necessary—up or down—to prevent you from having a large credit or balance due at the end of your Budget Plan year.

It will never cost you any more or less than



standard billing, and you may cancel at any time.

For more information, visit www.nationalgridus.com or call **800-870-1664**.

 www.nationalgridus.com  **1.800.870.1664**

nationalgrid

The power of action.

Rate changes effective December 1, 2008.

Effective December 1, 2008, National Grid has introduced new low income delivery rates, which provide a 10% discount on the delivery portion of the bill. Heating and non-heating customers who receive financial assistance from the Low Income Heating Assistance Program (LIHEAP) will receive the discount automatically. If you are not billed on the discount rate and believe you qualify, please call us at **800-870-1664**. For more

information about LIHEAP, visit **www.energy.ri.gov** or contact your local Community Action Program (CAP) agency. The Rhode Island Public Utilities Commission (PUC) also approved changes to our standard delivery and gas supply rates that have resulted in an overall bill decrease of 4.1% since our last rate adjustment on July 15, 2008. Your overall cost is also impacted by the amount of gas you use.

Reach out to a loved one.

If you have a friend or relative that sometimes neglects bills, we can help you help them with our free *Third Party Notification* program. Any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should the account become overdue. The caregiver is in no way

responsible for bill payment, but can alert the customer if there is a problem. This service provides helpful protection during times of extended absences from home or during illness. To sign up for *Third Party Notification*, call us at **800-870-1664**, or get the application online at **www.nationalgridus.com**.

Do winter safety checks inside and out.

Carbon monoxide (CO) is a colorless, odorless, toxic gas that is produced when fuels such as oil, gasoline, propane, and natural gas do not burn completely. Faulty heating equipment and flue piping can create a hazardous CO condition. In small amounts, CO can make you ill with flu-like symptoms—in extreme cases it can be fatal. Get outside to fresh air and call **911** anytime you suspect that you or anyone in your household is suffering from CO poisoning.

It's always important to have carbon monoxide alarms and check flue pipes

inside, but in the winter, carbon monoxide problems can begin outside. Check outside after a heavy snowfall. Make sure snow does not accumulate around outside vents, preventing exhaust from escaping.

Also, heavy snow can put stress on outdoor gas piping and meters—these should be cleared using a broom (not a shovel). And make sure there's no snow or ice that could fall from above directly onto the pipes or meter.

Keep your dryer safe and efficient.

Proper installation and maintenance of your clothes dryer and its exhaust vent can save energy and keep you safe from fire. The number one factor in reduced efficiency and increased safety risk is failure to clean lint from the trap, vents, and other areas. Most dryer vents should be inspected every 2-3 years. Here are some additional tips:

- ▶ The exhaust pipe and rear of the dryer should have lint cleaned out regularly. Professional duct cleaning services are available.
- ▶ A ripped lint filter should be replaced immediately.
- ▶ Signs the dryer vent could be clogged include heavy clothes (ex. blue jeans) or towels taking a long time to dry, or if clothes feel hotter than usual at the end of the cycle.
- ▶ To prevent lint build-up, the outside vent should not be covered with a wire screen or cloth.
- ▶ Never dry synthetic materials that have been used to wipe up flammable liquids, even if they were washed.
- ▶ Never let your clothes dryer run while you are out of the house or asleep.

To report a gas safety emergency (24 hours a day/7 days a week), please call us at **800-640-1595**.

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.