

Rhode Island

March/April

National Grid

ENERGY IN ACTION

for our gas customers

2009

This issue

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

At National Grid, we created a Web site, www.nationalgrid.com/floe, to help our customers and communities understand how energy choices and other daily routine activities affect 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 Web site 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.



How to pay? Choose your way.

We leave it to you to choose whatever bill payment option works best for you. In addition to the envelope provided with your bill, feel free to choose from these options:

Automatically: DirectPay is the most efficient and convenient way to pay your natural gas bill. Each month, your gas bill amount will be paid on time because the amount due is taken out of the account of your choice automatically. You will still receive your National Grid gas bills and have approximately 25 days for review.

Online: To make a one-time payment with your credit card, bank account or debit card,

use the online payment service provided by Kubra at www.nationalgridus.com. Kubra will charge a convenience fee per transaction. This fee is not part of your gas bill and is charged directly by Kubra. This fee is not payable to National Grid.

In person: If you prefer to pay your National Grid bills in person, there are a number of local vendors who serve as authorized payment agents in places where you shop and do business. We provide a list of them at www.nationalgridus.com. Authorized agencies do not charge you a fee and transfer your payment promptly so that it can be applied to your bill. National Grid cannot guarantee that unauthorized payment agencies will transfer your payment to us in a timely manner—or even at all. To protect yourself, always keep a receipt or other record of your payment.

Please bring your bill or remittance portion of your bill along with you when you make a payment at a Pay Station.



 www.nationalgridus.com  1.800.870.1664

nationalgrid

The power of action.

Care for customer-owned gas pipes.

Some customers own, and are responsible for, gas lines that begin at the outlet of the gas meter and extend—either above or buried below ground—to natural gas appliances.

Examples of customer-owned gas pipes include piping to outside gas lighting, gas heaters for pool/hot tub, natural gas barbecue, or detached buildings with gas appliances. (These examples are not all inclusive; you must make your own determination whether you have buried piping extending from your meter.)

If you own one of these pipelines and are the customer of record, you or the property owner are responsible for maintaining these lines. If they are not maintained, they may corrode or leak.

Care of Buried Pipe

To properly care for buried pipe, it is recommended that the pipe be inspected periodically for:

(1) leaks on your gas lines, and (2) corrosion if lines are metallic. If unsafe conditions are found, the pipeline should be repaired immediately.

If you are excavating near buried piping, the lines should be located in advance and excavation done with hand tools.

For Professional Assistance:

Contact a plumber/heating contractor or a leak survey and corrosion expert and ask for a gas line inspection. A fee is involved.

And remember, before beginning any outdoor construction or home improvement project that requires digging, excavating, trenching or grading, call **811** or **888-DIG-SAFE (888-344-7233)** at least 2 business days before to have utility locations marked. One call to Dig Safe® is all it takes to notify all member utility companies.

Your hot water can be too hot.

According to the Consumer Product Safety Commission, thousands of people, particularly seniors and children under the age of five, are burned each year by excessively hot tap water. Setting your water heater to 120° Fahrenheit (or "Low") can help prevent burns. A lower

setting will also save energy. It only takes seconds for excessively hot water to cause serious burns. To measure water temperature, hold a meat thermometer under a faucet first thing in the morning when the water is at its hottest.

Keep more of what you earn.

If you earned income in 2008, make sure you keep more of it. The Earned Income Tax Credit (EITC) is a federal tax credit for working individuals and families. If you are eligible, the EITC can reduce the amount of tax you owe, and it may give you a refund!

To be eligible to claim the EITC on your 2008 tax return, your Adjusted Gross Income must be less than:

- ▶ \$12,880 (\$15,880 if you're married, filing jointly), if you were raising no children in 2008
- ▶ \$33,995 (\$36,995 if you're married, filing jointly), if you were raising one child in 2008

- ▶ \$38,646 (\$41,646 if you're married, filing jointly), if you were raising more than one child in 2008
- ▶ Investment income cannot be more than \$2,950

In addition to income level, there are other qualifications. For more information, obtain IRS Publication 596. You can download this and other publications from the IRS Web site at www.irs.gov, or you can get a copy by calling the IRS at **1-800-TAX-FORM (1-800-829-3676)**.

Keep what you earn safe.

You probably already know how to keep yourself safe. But do you know how to stay financially safe? If you get federal benefit payments by paper check, which can be lost or stolen, there's a safer way to get your money.

Direct deposit from the U.S. Department of the Treasury is the best way to get your money.

Money goes straight into your bank account each month, so you never have to wait for the mail. With direct deposit, your money is on time, every time. To sign up, call toll-free **(800) 333-1795**, visit www.GoDirect.org or go to your bank or credit union.

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. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

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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.