

Rhode Island

May/June

National Grid

ENERGY IN ACTION

for our gas customers

This issue

- ▶ Help your household's economy
- ▶ Stay safe
- ▶ Gas theft is illegal

2009

Let energy efficiency tax credits help your household's economy.

The government's economic stimulus package is not just for the bank—it could help you keep more money there. Energy efficiency tax credits that were set to expire this year have been increased and expanded to cover next year too.

If you make energy efficiency improvements to your home this year, or next year, you can get some of that money back with a tax credit of 30% of the total cost, up to \$1,500. This includes installation of energy-efficient

windows, doors, natural gas heating and water heating equipment, and air conditioners. Visit energystar.gov for more details or National Grid's efficiency Web site, www.thinksmarthinkgreen.com, for energy efficiency rebates and incentives available to you.

So save some money now on improvements, and save money for years to come with better energy efficiency.

Payment plans for those who need help.

If you are falling behind on your bills, we can help you work out a plan to pay down those charges over time. There are two sets of payment plans available; for "standard" customers and "protected" customer.

A standard customer is simply a customer not classified in one of the protected categories listed below.

A protected customer is a residential customer that provides evidence of one or more of the following:

- ▶ Unemployed/receiving unemployment compensation

- ▶ Elderly (all members of households must be 62 or older) or disabled.
- ▶ Receiving assistance via the Low Income Home Energy Assistance Program (LIHEAP)
- ▶ Seriously ill—illness that is life threatening or may become life threatening, or a disability.
- ▶ Households with a child under 24 months of age—provided there is a financial hardship.

Please call us at **1-800-870-1664** to discuss payment options.

You can't see it or smell it.

Carbon monoxide (CO) is a colorless, odorless gas that is produced through the incomplete




combustion of common household fuels. Exposure to it can make you ill, and in extreme cases can be fatal. While CO is largely associated with winter when heating

systems are running, it is a year-round concern.

CO safety tips

- ▶ Make sure your appliances are working properly and have flue pipes, chimneys, and vents inspected at least annually.
- ▶ Install at least one CO alarm in your home, preferably in the hall near bedrooms. It's just as important as having a smoke detector.
- ▶ If your CO alarm sounds get outside immediately, call **911**, and do not return until the CO source has been found and corrected.

 www.nationalgridus.com

 1.800.870.1664

nationalgrid

The power of action.™

Stay safe.

There's no better choice for home heating, cooking, both indoors and out, than natural gas. As with any form of energy, it must be used properly. Here are some simple tips.

If you smell gas.

Natural gas is naturally colorless and odorless. But you probably know that the gas you use has a bad smell. And that's good. We add a distinctive odor so that you'll know immediately if there is a leak. When your gas appliances are working properly, you should not notice a gas odor.

What to do if you smell natural gas:

- ▶ Do not turn any electric appliances or light switches on or off.
- ▶ Do not light matches or smoke.
- ▶ Make sure your gas appliance controls are turned off.
- ▶ Call National Grid immediately at **1-800-640-1595**—24 hours a day, 7 days a week. If the odor is strong, leave your home and call us from an outside or neighbor's phone.

Kitchen Safety

While you enjoy the benefits of cooking with natural gas, also remember to follow these safety tips:

- ▶ Store cleaners and solvents away from heat sources.
- ▶ Keep towels, potholders and curtains away from range burners.
- ▶ Don't wear clothing with loose-fitting sleeves when cooking.
- ▶ Turn pot handles toward the center of the range to avoid spills and burns.
- ▶ Remain in the kitchen to monitor your cooking.
- ▶ Have a fire extinguisher nearby, but away from the range. Never use water to extinguish a grease fire.
- ▶ If using an insect fogger, read all warnings and follow all manufacturer instructions.



Gas theft is not only illegal, it's dangerous.



People who steal gas by tampering with meters and gas pipes are breaking the law. They may also be putting you and your family at risk of harm. If you suspect any kind of tampering with gas equipment, please call us at **1-800-870-1664**. You do not have to give us your name.

Go ahead, ask us.

Make sure to check the identification of anyone requesting to enter your home. Every National Grid employee carries a photo ID card with a National Grid logo. Any contractor doing work for us is required to carry ID. If you have any concerns about the identity of someone requesting entry and stating he or she is from National Grid, please call us.

Please restrain your pets.

Our first priority is safety—for our customers and our employees. If you are aware that National Grid representatives will be performing work in or near your home, please restrain or relocate your pet at that time. The following tips will help to provide a safe work environment for our employees:

- ▶ Post a "Beware of Dog" sign in a visible location to avoid any surprise.
- ▶ Confine your pet as necessary. Please

provide our employees with sufficient area in which to safely perform their work.

- ▶ Collar your dog or pet. Even when relaxing at home, you should have the means to quickly restrain your pet in an emergency.
- ▶ Be sure rabies vaccinations are up-to-date.
- ▶ Train your pet to obey simple commands including "sit," "stay" and "come."

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.