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- ◆ Help out – or get help.
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nationalgrid energy in action

for our gas customers

A new look to your gas bill.

We are introducing a redesigned gas bill for our Rhode Island customers. There aren't any changes to specific line items, charges or pricing.

A new 10-digit account number.

We'll be giving you a new 10-digit account number. Please use the new number when you send us a check. Be sure to tell your bank the new number if you've signed up for *DirectPay*, or use your bank's online bill payment service.

For gas and electric customers.

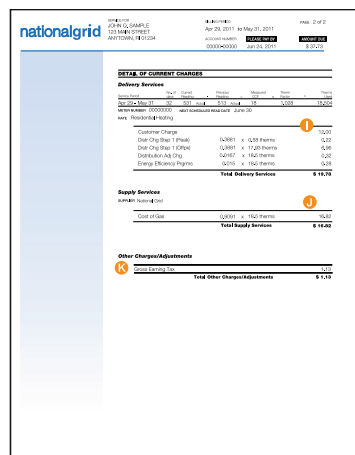
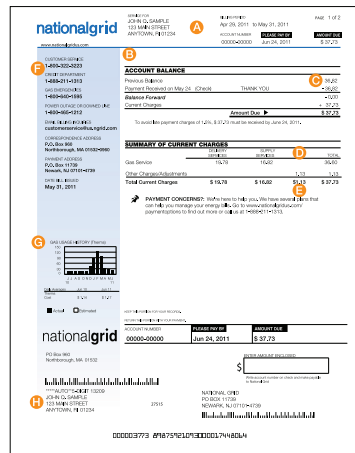
Gas and electric bills will continue mailing separately for now, until we finish merging these different computer systems. If you are a customer of both our gas and electric service you can mail both stubs using one envelope and one check. Please write the amount you are paying on the bill stubs. Then confirm you've got the *correct total* combining payment for both your electric and gas service.

FRONT

- A** The top of each page notes your service address, bill period, your new 10-digit account number, amount due and due date.
- B** This section will note information specific to your account, such as a payment agreement or participation in the Budget Plan. Collection Status Messages will also appear in this area of the bill.
- C** Account balance lists any previous balance due, payments received (including payment type—such as check or cash—and date paid), your current charges and the total amount due.
- D** Summary of Current Charges breaks down the current month's gas delivery/supply charges and lists any other services provided.
- E** This area will highlight information on our payment services, energy safety, customer programs and more.
- F** This section lists National Grid contact information, payment mailing address and the date the bill was issued.
- G** Natural Gas usage history graph.
- H** Your payment remittance stub is at the bottom of your bill. The stub notes your new account number, bill due date and total amount due.

BACK

- I** Lists your current charges for natural gas delivery along with service period, number of days in the service period, current and previous meter readings, total usage, the meter number, next scheduled read date and a breakdown of total natural gas delivery charges.
- Note:** Each line item displays the cost and usage value used to calculate its total. Credited amounts are indicated by a dash.
- J** Supply Services lists your current charges for gas supply.
- K** This section lists any other charges/adjustments or other services for the current service period.



Paperless Billing quick as a click.

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. This service will be available when our new billing system is ready. Visit nationalgridus.com for more information.



Gas Emergency: **1-800-640-1595**
24 hrs/day ♦ 7 days/week ♦ 365 days/yr

nationalgrid



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.

Help out if you can.

Many customers need help with their energy bills. If you can, make a donation using the envelopes that come with your utility bills.

Get help if you need it.

If you need financial assistance, the following programs may help.

Low Income Home Energy Assistance Program. If you qualify, LIHEAP makes direct payments on your behalf to help with your gas bills or to restore gas or electric service. This program is for Rhode Island residents who are at or below 60% of Rhode Island median income. Assistance is available from November 1st to March 31st. For more information, visit energy.ri.gov/lowincome/liheap.php or call one of the Community Action Programs in your area, listed below.

Community Action Program. Your local Community Action Program can help you secure LIHEAP assistance funds by providing information and guidance. Check the listing for the CAP nearest you and call for more information.

Blackstone Valley: Blackstone Valley Community Action 1-401-723-4520 **Providence:** Providence Community Action 1-401-273-0882

Cranston: Comprehensive Community Action 1-401-467-7013

Department of Elderly Affairs 1-401-462-3000

East Bay: East Bay Community Action 1-401-437-5102

South County: South County Community Action 1-401-789-3016

Northeast: Tri-Town Community Action 1-401-351-2750

West Bay: West Bay Community Action 1-401-732-4660

Rhode Island Good Neighbor Energy Fund. The Rhode Island Good Neighbor Energy Fund provides energy assistance to residents in temporary crisis who cannot pay their energy bill and are not income eligible for LIHEAP funds. The maximum grant is \$500, once per heating season. During these uncertain times, local charities need your help more than ever. For more information, visit www.rigoodneighbor.com or call **1-401-574-9003**.

Special Protections. Your natural gas service cannot be shut off without written approval from the RI division of Public Utilities and Carriers. This protection covers individuals who are age 62 and older, or get a doctor's certification of illness, or are a full time resident and seriously ill or handicapped, or who can show financial hardship/infant protection. For more information and to apply, go to nationalgridus.com, choose your region and click on "Payment Assistance."

Discount Rate. National Grid offers a discount to qualifying low-income households that heat with natural gas. The discount applies to the Gas Delivery Charge portion of your gas bill. To qualify applicants must be receiving fuel assistance. Visit nationalgridus.com for more information.

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

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.