



In This Issue:

- ◆ New billing system.
- ◆ Bills without seasonal spikes.
- ◆ Save more energy.

nationalgrid

energy in action

for our **gas customers**

New Billing System.

This fall, National Grid is launching a new, more efficient customer information and billing system that will bring about some important changes.

A new look to your gas bill.

Only the display of information is changing on the bill – there will be no changes to specific line items, charges or pricing.

A new 10-digit account number.

All accounts will be assigned a new 10-digit account number. We will provide you with your new account number(s) when the system is in place and your first bill is mailed to you.

New options.

To help you manage your account, our new system will allow us to offer new options for electronic bill presentment and payment, provide you with more real-time data and information and much more.



Energy bills without seasonal spikes.

With **Budget Plan** you are billed the same amount each month. Adjustments are made every few months (up or down) to reflect your energy usage. The result is more level energy bills throughout the year, without large changes from season to season. Visit nationalgridus.com/paymentoptions for more information.



Making way for the Meter Reader.

Please clear a path for our Meter Reader to reach your gas meter. Obstacles along the way, including uneven pavement and overhanging tree limbs add to the chances of an accident. If you have pets and you know we'll be visiting, please restrain them. Thanks for your help.

Carbon monoxide safety tips:

- ◆ Install at least one carbon monoxide alarm in your home, near bedrooms. It's just as important as a smoke detector.
- ◆ If your carbon monoxide unit sounds the alarm go outside immediately and call **911**. Do not return until the carbon monoxide source is found and corrected.
- ◆ Make sure your appliances are working properly. Have your flue pipes, chimneys and vents inspected annually.



We can help you help them.

Our free *Third Party Notification* program tells you when a friend or relative's bills become overdue. It is a helpful reminder only – you are not responsible for paying their bill. For more information, call **1-800-870-1664**.

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

nationalgrid
THE POWER OF ACTION



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.

Save more energy this coming winter.

Half of our energy bill goes to heating our homes. And a third of that heat is lost through air leaks. That's why winterizing your home is so important. It can pay big dividends in smaller energy bills.

Plug air leaks to stop wasting energy.

You can test for air leaks yourself by using a stick of incense. Light it and watch for its smoke to drift sideways instead of straight up. That tells you air is escaping in that spot. Of course, never leave a flame unattended and keep fire away from children.

Use the lit incense to check your walls for gaps alongside windows, doors, light switches and electrical boxes. Move the incense smoke near plumbing fixtures where they enter walls, floors and ceilings. Check for air leaks at electrical outlets and heating and ventilation ducts. Test ceiling fixtures and attic hatches too – wherever air might escape.

When you find an air leak, fill the gap using expanding foam for larger holes and caulking for small cracks.

No-cost energy savings.

- ◆ Remove window a/c units for better insulation.
- ◆ Be sure to shut the chimney flue.
- ◆ Close air vents and doors to unused, unheated rooms.
- ◆ Open curtains and use direct sunlight to help heat rooms.
- ◆ Close curtains or shades at night to keep heat inside.
- ◆ Install storm windows if you have them.
- ◆ Set your thermostat no higher than 68° in the winter.
- ◆ Set hot water to 120° for saving energy and preventing scalding.
- ◆ Wash clothes in cold water for energy savings.

Low-cost energy savings.

Plug air leaks using foil-backed foam board, expanding foam, caulking and weather stripping. Of course, you need to carefully follow safety guidelines for insulating near heat-producing equipment. Clean or replace your furnace air filter once a month. If you have single pane windows, tape thick plastic sheeting across the window frames. Install gaskets behind outlet covers. Install a programmable thermostat.

Invest in energy savings.

Hiring an energy specialist can produce dramatic savings. Professionals use high tech equipment to find leaks and suggest ways to effectively save energy throughout your home.

For example, the results of tightly sealing your heating and cooling ducts can save \$120 in energy costs each year. Proper insulation of ceilings, walls, attics, floors, crawl spaces and basements can reduce heating and cooling costs by up to 30%. New high efficiency windows alone can save up to 15% on your heating costs.

Energy efficiency begins when you take action to save energy. You'll save more energy this winter by getting an early start at plugging air leaks and practicing heat conservation.



Energy theft is everyone's problem.

Thieves who tamper with gas meters are usually unaware of the risks. They put lives in danger, threaten public safety and damage property. Because the problem is so large, gas theft and damaged lines and meters are factored into the rates for all of our customers. We're doing all we can about security but we can use your help. If you have any information about energy theft, please call our toll-free number at **1-800-870-1664**.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

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Пожалуйста, попросите чтобы
вам его перевели.

Questa è un'informazione importante.
Si prega di tradurla.