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- ◆ A new site. A new look.
- ◆ Savings in 10 minutes or less.
- ◆ Electric rates to drop in 2012.

nationalgrid

energy in action

for our **electric and gas customers**

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

Ten energy savers – in ten minutes or less.

It takes moments to reduce your electric bill quickly, easily and entirely free. Check the checklist and start saving today, and every day.

- ◆ Remove window a/c units.
- ◆ Be sure to shut the chimney flue.
- ◆ Unplug electronics you aren't using.
- ◆ Use direct sunlight to heat rooms.
- ◆ Close curtains or shades at night.
- ◆ Install storm windows if you have them.
- ◆ Clean your furnace air filter.
- ◆ Lower your thermostat to 68°.
- ◆ Set hot water temperature to 120° – save energy and prevent scalding.
- ◆ Wash clothes in cold water.

Choose payment agencies carefully.

Use caution when making your utility payment through a bill payment service. Always get a receipt and keep your receipt. Check nationalgridus.com for a list of authorized agents.

Paperless billing quick as a click.

Sign up for **Paperless Billing** and 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. Visit nationalgridus.com for more information.



Gas Emergency: | Electric Emergency:
1-800-892-2345 | **1-800-867-5222**
 24 hrs/day ◆ 7 days/week ◆ 365 days/yr

nationalgrid



Provide us with your email address so we can share information that might help you save on your monthly energy bills. Visit nationalgridus.com/connecttoday to sign up.

Help out if you can. Get help if you need it.

Many of our customers need help paying their energy bill. If you can make a donation, please use the envelopes that come with your utility bills. If you need financial assistance, the following programs may help.

Home Energy Assistance Program. This is a federally funded program to assist income-eligible families in paying their energy bills.

Care & Share Energy Fund. Our fund helps individuals and families who are not qualified for government energy assistance, or who have exhausted all other energy assistance benefits.

Payment Agreement. This service is for eligible customers who have fallen behind on their payments and cannot pay in full. Call **1-800-443-1837**, and we will try to find a way to help.

Bill Extender Plan. If you are on a fixed monthly income and your check arrives after your bill's due date, you may have 10 extra days to pay. Call us at **1-800-443-1837** to see if you qualify.

Hospital and Customer Assistance Plan. Customers who are temporarily disabled in a hospital may be able to put off paying their bill by 30 days. Call us at **1-800-443-1837** to speak about this arrangement.

Visit nationalgridus.com for more information about our financial assistance programs.

Preparing for winter's worst.

Are you ready for whatever a winter storm throws at you? Be prepared to hunker down and see it through:

- ◆ Have emergency heating ready – a fireplace, wood stove or space heater – and know how to use them safely and correctly.
- ◆ Be ready with a flashlight and fresh batteries.
- ◆ Keep a battery-powered radio or crank-driven radio on hand for emergency information.
- ◆ Buy extra food, water and a camp stove for cooking.
- ◆ Be sure your cell phone and laptop are fully charged.
- ◆ Stock extra medicine, baby items and first aid supplies.
- ◆ Check that your fire extinguisher, carbon monoxide and smoke detector are working.
- ◆ Keep tabs on friends and relatives who may need help.

The power's out. Now what?

Severe winter storms can topple trees into utility poles and may bring down electrical wires. For your safety, please treat all downed wires as live and dangerous. If the power goes out, call our emergency number at **1-800-867-5222**. Don't assume someone else will call – you might be the only one in the neighborhood. Then visit **Outage Central** at nationalgridus.com to see outage locations and get updates on our estimated repair time.

Keep heat indoors to turn up savings.

Half our energy bill goes to heating our home. So don't let that heat escape. Seal your home's air leaks to increase your savings of both energy and money.

You can test for air leaks yourself by using a stick of incense. Light the incense 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 carefully 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 – wherever air might escape.

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

This is an important notice. Please have it translated.

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Este es un aviso importante. Si quiere mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG BÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG BÁO NÀY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

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

