



In This Issue:

- ◆ Choosing clean energy.
- ◆ Ten thousand refrigerators.
- ◆ Ready – steady for winter.

**nationalgrid**

# energy in action

for our electric and gas customers

## Choosing clean energy technology.

Your electricity can be clean and “green”. Our **GreenUp<sup>SM</sup>** program lets you choose providers who generate electricity from renewable sources like wind, solar and hydroelectric.

The default electricity that we transmit to homes and businesses is the least expensive possible and may include non-renewable and renewable energy sources. But you can choose to buy purely renewable energy through our **GreenUp<sup>SM</sup>** program.

If you decide you’d prefer renewable energy you need to sign up. National Grid will still be responsible for safely delivering your electricity, providing customer service and responding to emergencies.

Depending on the provider you choose, your rates would only increase between 1.5¢ and 2.5¢ per kWh. For a typical home, that amounts to between \$13 and \$22 extra per month. Your

**GreenUp<sup>SM</sup>** portion of the bill goes entirely to supporting the development of renewable energy as a clean alternative.

Please visit [nationalgridus.com/greenup/eia](http://nationalgridus.com/greenup/eia) for more information.



## Your home – your service line.

Homeowners are responsible for trimming tree branches near the low-voltage service drop to their home. Consider removing a tree if it’s near the service drop. You’ll be reducing the risk of damage from falling branches. Before starting your trimming project, please go to [nationalgridus.com/trees](http://nationalgridus.com/trees) for important safety information.

## Pay an easier way.

### **Paperless Billing.**

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.

### **Budget Plan.**

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.

### **DirectPay.**

Your bank automatically pays the amount due. Monthly statements tell how much energy you used and the date of your next automatic payment.

Visit [nationalgridus.com](http://nationalgridus.com) for more information on any of these programs.



Gas Emergency: | Electric Emergency:  
**1-800-892-2345** | **1-800-867-5222**

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](http://nationalgridus.com/connecttoday) to sign up.

## Fewer hiccups in 2010.

According to the New York State Public Service Commission, National Grid was one of only two energy companies with fewer power interruptions compared with 2009. We are committed to providing our customers with the best, most reliable service possible, and glad we are heading in the right direction.

## Power NY Act passed into law.

Homeowners and small business owners in New York State may soon have more options for financing their energy efficiency improvements. Loans for energy efficiency improvements could be repaid to participating utilities by using the savings generated by the improvements. The "on-bill recovery" of the loan is capped at \$13,000 for homes and \$26,000 for businesses. Keep your eyes and ears open for developments on this new program.

## Ready – steady for winter.

Start checking your winter efficiency list:

- ◆ Remove window air conditioners or cover them to reduce drafts.
- ◆ Clear chimneys and flue vents. Call a professional if you can't do that yourself.
- ◆ Make sure your gas appliances and space heaters are in proper working order.
- ◆ Check that the exhaust and air intake vents of appliances are not blocked. These vents are located on the roof and on the outside foundation walls.
- ◆ Seal any holes or cracks that let cold air inside.

- ◆ Caulk around windows and replace any broken panes on storm doors and windows.
- ◆ Check insulation in your attic and add insulation if needed.



## Gas leak signs.

If you **smell** gas (smells like spoiled eggs); and if you are outdoors and **see** a white cloudy mist, bubbles in standing water or blowing dust; and/or **hear** a hissing, roaring or whistling sound it could be a gas leak.

**Please take action right away:**

- ◆ Move to a safe area! *Do not* smoke – *do not* create a flame or spark – *do not* turn on light switches or electrical equipment – leave the area immediately!
- ◆ Call National Grid at **1-800-892-2345**.
- ◆ Don't assume someone else will call. Please call us.
- ◆ Tell us the exact location, including cross streets.
- ◆ Tell us if you noticed construction or digging in the area.



## Ten thousand refrigerators recycled.

Over 10,000 customers Upstate let us recycle their old refrigerators. They got their fridge picked up for free and collected a \$30 reward. You can too. Visit [powerofaction.com/unyfridge](http://powerofaction.com/unyfridge) for information.

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.