

New England

July/August

National Grid

ENERGY IN ACTION

for our electric customers

This issue

- ▶ Power of action
- ▶ Keep cool
- ▶ Reporting a power outage

2008

Putting the Power of Action to Work

This past May, National Grid launched a new brand position focused more on what we do, and what we help customers do to take charge of their energy use, manage its impact on the environment, and make a difference – we call that “The power of action”. Our newly designed customer newsletter is now called “Energy in Action”. Use it as a resource to help you use energy safely and efficiently as well as learn about the many programs and services we offer to help you manage your account.

As we seek the best solutions to address climate change and rising energy prices, we know you are also looking for ways to manage energy costs. National Grid is ready to step up and be a leader, not only by its own

actions, but by the actions it encourages others to take, helping our customers to simply and effectively put “The power of action” to work in their own lives. We’ve even provided an interactive guide, named Floe, who will show you how the actions you take can affect not only your home, but our planet. Visit www.nationalgrid.com/floe to learn more.



Keep Cool for Less This Summer

We know it can be difficult to keep cool in the summer heat while still managing energy costs.

Here are some easy and helpful tips to follow:

- ▶ Check the filter at least once a month during the warm season and clean it as needed.
- ▶ Use the fan setting at night when the air outside is cool, or open a window and leave the air conditioner off. Keep windows closed whenever the air conditioner is on.
- ▶ Use the air conditioner's timer and set it to turn on no more than 30 minutes before you expect to return home.
- ▶ The lower you set your temperature, the more it will cost. For example, a 75° setting will cost about 18 percent more than a 78° setting.
- ▶ Plant hollyhocks, clematis vines or other shade-producing plants in front of east and west facing windows to reduce the need for air conditioning.



When buying a new room air conditioner, get the right size, which may be smaller than you think. A properly sized unit cools more effectively and costs less to operate. And look for the ENERGY STAR® label; they use 10 percent less energy than conventional models. For more information see www.myenergystar.com or call 1-877-378-2748. For more energy saving tips, visit www.energysavers.gov.

Save time. Save trees. Get and pay bills online @ www.nationalgridus.com/payonline!

nationalgrid

The power of action.

Stay Alert to Signs of Heat Stress

Staying cool and safe when temperatures and humidity are high is important, especially for elderly people, young children and people with chronic illnesses.

As summer temperatures rise, watch for the following signs that a heat-stress condition requires medical attention:

- ▶ Dizziness or overwhelming weakness
- ▶ Chest pain or rapid heartbeat
- ▶ Nausea, cramps or diarrhea
- ▶ Throbbing headache
- ▶ Dry skin (no sweating)
- ▶ Problems breathing

To prevent heat stress, remember:

- ▶ Drink liquids before you become thirsty, but avoid drinks containing alcohol or caffeine.
- ▶ Take cool showers, and let the air dry you.
- ▶ Wear light, loose-fitting clothing and wide-brimmed hat.
- ▶ Avoid prolonged, strenuous outdoor activity.
- ▶ Spend time in air-conditioned places such as shopping malls, libraries, theaters and senior centers.
- ▶ Stay in regular contact with a friend or relative, especially if you live alone. That way you'll both have help if you develop a heat-related problem.

Reporting a Power Outage

To protect your home and family, make sure your household is prepared for power outages year-round. Start by posting National Grid's power outage number on or near your phone: **1-800-465-1212**.

To report a power outage in your neighborhood, call us any time. This number also provides you with updates on expected service restoration. If you hear a taped message telling you we are aware of



the outage in your area, you may hang up or stay on the line to report your outage. If you stay on the line, we'll answer your call in turn as soon as possible. Please be prepared to give a phone number where we may reach you as well as your address,

including the closest intersection. Any additional information you have, such as the location of downed lines or utility poles, can help us determine the extent of the outage.

For more information, see www.nationalgridus.com/poweroutage for our brochure *How to Prepare for and Respond to Power Outages*. If you don't have Internet access, copies are available by calling **1-800-322-3223**.

Energy Efficiency Programs — Saving You Money While Saving the Environment



National Grid is helping customers to become more energy efficient by reducing their energy usage and switching to lower carbon-intensity fuels, such as from oil to gas. We offer various incentives and assistance to help you make your home energy efficient, such as:

New Construction – learn about how an ENERGY STAR® home can help you save money and protect our environment.

Home Energy Services – Programs to help reduce your home energy costs.

ENERGY STAR® Products – we offer various incentives when you buy ENERGY STAR® products. To learn more about these energy efficiency programs, please go to www.thinksmarthinkgreen.com.

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Avis important. Veuillez traduire immédiatement.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

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