

# Massachusetts

National Grid

Sept/Oct

## ENERGY IN ACTION

for our electric customers

This issue

- ▶ Choose GreenUp
- ▶ Pay bills online
- ▶ Help when you need it

# 2008

## Support Renewable Energy, Choose GreenUp



Would you like to be part of a cleaner environment? Consider National Grid's GreenUp program, which supports the use of renewable energy sources with little or no pollution. To learn more or sign up, look for the GreenUp enrollment postcard

coming in your October bill, or enroll anytime at [www.nationalgridus.com/greenenergy](http://www.nationalgridus.com/greenenergy).



## Tips to Make Your Home Winter Ready

To use energy more efficiently—and save on home heating costs—take steps now to prepare your home and heating system for winter. These actions will help ensure that you have heat when you need it and protect you from deadly carbon monoxide buildup:

Before the heating season starts, have your heating system checked by a qualified service technician. This should be done every two years. (Never try to repair your heating system yourself.)

- ▶ Have your furnace chimney flue, space heaters, water heater and fireplace checked.
- ▶ Clear space around heat registers, appliance vents and exhaust ducts.
- ▶ Clear chimneys and vents of bird or squirrel nests, leaves and other debris.

- ▶ Make sure that the exhaust and air intake vents of natural gas appliances are not blocked. These vents, which are located on the roof, and on the ground around the outside foundation walls for direct-vent gas appliances, should be kept clear of snow and debris.
- ▶ Seal any holes or cracks that let in cold air. Caulk around windows and replace any broken panes on storm doors and windows. Weatherstrip around doorframes.
- ▶ Check insulation in your attic, walls, ceilings and floors, and add insulation as needed where you can.
- ▶ Remove window air-conditioning units to reduce drafts during the cold months. If this isn't possible, cover all sides of the unit with plastic.

For more ways to save on winter energy bills, visit [www.nationalgridus.com](http://www.nationalgridus.com).

## Save Time, Save Trees—Get and Pay Bills Online

Enroll in our free, paperless billing program and, in one business day, you can pay your bill online through your checking or savings account.

- ▶ We'll send you an email when your bill is ready.
- ▶ Pay your bill anywhere you have internet access.
- ▶ You'll help the environment—you will no longer receive a paper bill.

To enroll in this program or to get additional information, please call **1-800-322-3223** or go directly to [www.nationalgridus.com/paymentoptions](http://www.nationalgridus.com/paymentoptions).



Save time. Save trees. Get and pay bills online @ [www.nationalgridus.com/payonline](http://www.nationalgridus.com/payonline)!

**nationalgrid**

The power of action.

# Safety Tips for Sharing the Road

Roadways across our service territory accommodate millions of passenger vehicles, buses, trucks and tractor-trailers, and at National Grid, safety is a priority. We would like to offer a few safety guidelines to protect you and your family:

- ▶ **Stay out of truck blind spots.** Truck drivers have blind spots –areas behind and on both sides of the truck where the driver cannot see you. If your car is next to a large truck, either drive on past the truck or slow down.
- ▶ **Never follow a large truck too closely.** Keep a safe distance between the front of your vehicle and the back of the truck. This extra distance will enable you to see in front of the truck and enable you to stop or safely steer your car away from any danger.

- ▶ **Use caution when passing.** After passing a truck, do not pull your vehicle into its traffic lane until you see both headlights of the truck in your rear view mirror – larger vehicles accelerate slower than smaller vehicles.
- ▶ **Proceed with Caution.** Be sure to proceed with caution through construction areas/sites. Larger vehicles need more room when turning, entering and exiting traffic and always remember to operate with extra caution during inclement weather.



## Help When You Need It

These days, it makes more sense than ever to take steps to permanently lower your electricity bills. For energy efficiency programs and information that can help, consider:

- ▶ MassSAVE offers eligible customers up to \$1,500 in incentives and low-interest HEAT loans for energy-saving measures in single-family homes. To learn more, see [www.masssave.com](http://www.masssave.com) or call **1-800-632-8300**. If you are in a multi-family building or condominium, participate in our EnergyWise program by calling **1-800-889-0096**.
- ▶ National Grid's Low Income Rate offers eligible customers a discount on the delivery service part of their monthly electricity bill. To be eligible for the low income rate, you must meet all of the following criteria:
  - ◆ You are the customer of record;
  - ◆ Your household income does not exceed 200% of the federal poverty level; and;
  - ◆ You are currently receiving benefits under a state or federal assistance program or are verified to be eligible for the low-income home energy assistance program (LIHEAP).

- ▶ The federally funded Fuel Assistance program helps income-eligible families pay their energy bills. Payments vary depending on household income, household composition and heating fuel costs in relation to income. Your local Community Action Program agency determines eligibility. To find your local agency, visit [www.energybucks.com](http://www.energybucks.com) or call **1-800-322-3223**.
- ▶ Our Budget Plan takes the seasonal highs and lows out of your energy bill, making it easier to manage expenses. Your monthly payment amount is reviewed every six months and adjusted as needed, to prevent you from having a large balance or credit due at the end of your Budget Plan year. There are no fees, and you may cancel at any time.

For more on National Grid's offerings, see [www.nationalgridus.com](http://www.nationalgridus.com) or call **1-800-322-3223**. You can also visit [www.myenergystar.com](http://www.myenergystar.com) for energy-saving options and offers on ENERGY STAR® products and see the Department of Energy website at [www.energysavers.gov](http://www.energysavers.gov).

## Streetlight Out? Let us Know



To let us know that a streetlight isn't working properly or has exposed wires, call **1-800-322-3223**

or go to [www.nationalgridus.com/streetlight](http://www.nationalgridus.com/streetlight). Please note the exact location of the streetlight,

including the nearest street address, and indicate the pole number if possible (most poles are marked with their number, usually about seven feet up from the bottom). It also helps if you provide a phone number, in case we need to contact you regarding the repair.

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.