

New England

Nov/Dec

National Grid

ENERGY IN ACTION

for our electric customers

2008

This issue

- ▶ Save money and the environment
- ▶ Manage “peaks and valleys”
- ▶ Unplug for savings

Want to save money and preserve the environment at the same time?

At National Grid, we have a website that is devoted to helping you save on your energy bills—and help preserve the environment—

www.thinksmarthinkgreen.com.

At our website, you'll be able to learn about rebates and get money-saving tips. You'll find rebates for switching to a high-efficiency water heater, programmable thermostats and installing boiler reset controls.

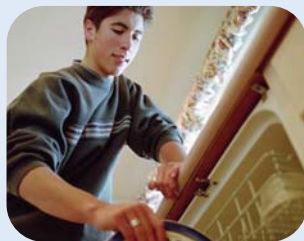
Learn about the programs and services we offer to help make your home more energy efficient—such as new appliances and simple everyday things you can do to save energy and the environment.

We are working with the Environmental Protection Agency and the Department of Energy to promote the ENERGY STAR® label, the symbol for energy efficiency. Look for it when you purchase a new appliance and you'll save energy, money on your energy bill and help reduce air pollution.

Need additional help? We have a program that helps reduce energy costs for income-eligible customers. Contact your

local Community Action Agency to see if you qualify for the Appliance Management Program. They may be able to provide an appliance analysis which indicates how much each appliance costs to operate and how much you might save, and you may also qualify for other items including:

- ▶ ENERGY STAR® refrigerators
- ▶ ENERGY STAR® lighting
- ▶ Water saving measures
- ▶ Insulation and air sealing measures



So why not help the environment and save money too! Take action to save on energy costs now—learn how the choices you make at home determine how much you pay for energy. Go to National Grid's energy efficiency website **www.thinksmarthinkgreen.com**.

Your small actions can lead to big results.

Changing to fluorescent light bulbs is an easy and cost-efficient way for you to reduce your energy consumption.

If every U.S. household changed just one light bulb to an ENERGY STAR® compact fluorescent bulb, we'd save more than \$18 million in annual energy costs and prevent greenhouse gases equivalent to the emissions of more than 18 million cars.

ENERGY STAR® qualified lighting lowers energy costs and helps protect our natural resources by using less electricity and reducing CO₂ emissions.

Saving energy and the environment go hand in hand. Recycling used compact fluorescent bulbs further protects the environment and preserves natural resources. Visit **www.thinksmarthinkgreen.com** for more information.

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

nationalgrid

The power of action.

Discover the power of action at floe.

We all have the power of action. Explore how your carbon savings impact the environment and your energy bill by visiting www.nationalgrid.com/floe.



By answering a few questions, you'll be able to see how simple changes in your daily life can help reduce your carbon footprint and save money on your energy bill. Take action to save on energy costs and learn how the choices you make at home determine how much energy you use and how that energy use impacts the environment.

To learn more about floe and the impact of your energy choices go to www.nationalgrid.com/floe.

Take the “peaks and valleys” out of paying your energy bills.

To better manage your energy costs, consider our Budget Plan which spreads out your annual energy costs over a full year to lessen the impact of high seasonal bills. How does it work? National Grid looks at your energy use over the past 12 months and other factors to estimate your monthly payment going forward. This amount is reviewed every six months and adjusted—up or down—as needed, to prevent you from having a large credit or balance due at the end of your Budget Plan year. You pay only for the energy you use.

There are no fees to join, and you may cancel at any time.

For more information regarding this plan and other payment options, please go to www.nationalgridus.com/paymentoptions.



Not using your charger? Unplug it and save.

Did you know that some electrical adapters and chargers, as well as many other electronic devices with digital clocks, timers and memory, use small amounts of electricity even when not in use? You can save money by unplugging some of these devices and taking other steps to make your home more energy efficient.

Here's a tip:

Combine several adapters and charges into a single power strip. With just the flip of a switch to the “off” position, you'll be saving energy and money without the hassle of plugging each item.

It's your “mostly” electric bill. The difference between supply and delivery costs.

With the increasing costs of energy, you probably have an increased interest in what makes up your electric bill. It may help to think of your electric bill as your “mostly” electric bill since as much as two-thirds of your annual cost is for the electricity you use. This electric supply cost is passed along directly to you – at the price that we pay – from the companies that sell us the electricity.

The other cost is to deliver the electricity to your home. These delivery costs are for system operating and maintenance costs, taxes and other consumer programs and services. All costs that appear on your bill are regulated, and are carefully formulated to ensure that the company delivers electricity safely, reliably and efficiently.

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.