

Upstate New York

National Grid

Jan/Feb

ENERGY IN ACTION

for our gas and electric customers

2009

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Go paperless with online billing and e-pay and make a difference.



Receiving, viewing and paying your bills electronically has never been easier. This convenient and simple action can also have a positive effect on the environment!

Did you know that the average homeowner pays approximately 13 bills each month? If all National Grid customers did their billing online, the annual CO₂ savings would be the equivalent of planting over 26,000 trees. That's over 90 acres!

We have a number of online options for you to choose. Take action and be part of the climate change solution. For more information or to sign up, go to www.nationalgridus.com/gopaperless.

Payment concerns? We're here to help you.

Do you need help paying your National Grid bill? We will work with customers to arrange mutually agreeable payment plans on past-due accounts and current bills. Please call us at

1-800-443-1837 to see if we can help you with those past-due energy bills. Our business hours are Monday-Friday, 7 a.m. to 9 p.m., and Saturday, 7 a.m. to 5 p.m.

Put your winter energy bills on a budget.


Are you finding it hard to manage your winter energy bills? Why not consider our Budget Plan. With our Budget Plan, your annual energy costs will be spread out over a full year to lessen the impact of those high season bills.

We'll look at your energy usage over the past 12 months, and other factors, and estimate your monthly payment. This amount is reviewed every three months and may be adjusted—up or down—to prevent you from having a large credit or balance due at the end of your Budget Plan year.

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.

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

nationalgrid

The power of action.

Care & Share provides help when it's needed.



The Care & Share Energy Fund is designed to provide limited financial

assistance to households in National Grid's New York service area who are experiencing an energy-related emergency.

To be eligible, customers must have received a disconnect notice and must be elderly, disabled or experiencing a medical hardship.

The American Red Cross administers the fund in most National Grid service areas in New York. National Grid underwrites all Care & Share administrative costs, making every dollar contributed available to assist eligible families, who received a one-time grant of up to \$200. The grant can be used to pay outstanding energy bills, to prevent disconnection of heating and/or electric service, to purchase emergency delivery of heating fuel or to repair essential household

heating equipment. Higher grant amounts may be issued for furnace repair and are determined on a case-by-case basis.

Care & Share will be accepting applications as of January 5th. For more information, contact your local American Red Cross chapter or call the American Red Cross chapter in Syracuse at **315-234-2200**. Care & Share applicants are also encouraged to apply for HEAP or other assistance programs for additional help with winter heating bills.

Lend a helping hand.

If you can help us help others facing financial hardship this winter, please complete the Care & Share donation form enclosed. For your convenience you can include it, along with a separate check payable to "Care & Share," with any National Grid bill payment. We'll forward your check directly to the American Red Cross.

Stay safe from cold stress.

Did you know that cold stress occurs when exposure causes the body's temperature to fall below 95 degrees? This is of particular concern for older people, infants and people weakened by chronic illness—the risk exists even indoors when room temperatures are below 70 degrees for extended periods.

Cold stress should be treated immediately by a doctor or emergency medical team at the first sign of any of the following symptoms including: difficulty in speaking or moving, slowed breathing, drowsiness, a puffy or

swollen face, sudden change in appearance or behavior, trembling in an arm, leg or on one side, cold and stiff muscles or difficulty with coordination and balance.

Dress properly to prevent cold stress. When outdoors, wear a hat, scarf and layers of loose-fitting clothing. Wear mittens instead of gloves. Make sure the layer next to your skin is dry. At night, wear a warm nightgown or pajamas, and socks, and put extra blankets on your bed.

New natural gas energy efficiency programs can save you money.

Want to save money, improve your home's comfort and ensure a cleaner environment? At National Grid, we have energy saving offers and ways to help the environment with our gas efficiency programs.

Who qualifies? Residential gas heating and water heating customers—existing homes as well as new construction, rehabs or renovations with added gas loads—including customers in National Grid's natural gas delivery regions converting from oil to natural gas heat.

Go to www.thinksmarthinkgreen.com for information and rebate forms on: high-efficiency heating; high-efficiency water heating—indirect and on-demand tankless water heaters; ENERGY STAR® thermostats and replacement windows; and outdoor boiler

reset controls or call **1-800-292-2032** to start saving now and help the environment.

For customers interested in converting to natural gas, please call **1-877-MY-NGRID (696-4743)**.

Helpful Hint – Have you analyzed your home energy use? A home energy assessment is the first step in making your home more efficient. An assessment will check your home energy use and provide recommended measures you can make to improve efficiency and save money.

Try our online energy analyzer for a quick and easy way to evaluate your energy use and receive customized tips. Visit www.thinksmarthinkgreen.com.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir. Este es un aviso importante. Sírvase 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.