

# Rhode Island

Sept/Oct

National Grid

# ENERGY IN ACTION

for our gas customers

# 2008

## This issue

- ▶ The power of preparation
- ▶ Carbon monoxide awareness
- ▶ Help when you need it

## The Power of Preparation

At this time of year, National Grid's new brand message "The power of action." is all about getting ready for the heating season. The actions you take now to prepare can help lower your energy costs and make managing your account more convenient.

### Energy Efficiency

Not all energy-saving techniques require spending a lot of money. We've provided some helpful tips below:

- ▶ Have your heating system checked periodically by a licensed professional. Check the filters in your warm air heating system monthly and replace or clean them when they become dirty.
- ▶ Make sure your home, and particularly the attic, is insulated properly.
- ▶ A programmable thermostat can automatically lower your heat at night and when you are away from home. Here's how it pays off: over an 8 hour period, reducing the temperature by 10 to 15% (for example, from 72 to 65 degrees) can lower your heating costs by as much as 10%.
- ▶ Caulk and weather-strip cracks in walls, floors, windows and doors. All of those cracks together could equal an open window!
- ▶ Lower your water heater's temperature setting to 120°, or "Low." This saves money and prevents scalding as well. If you have a dishwasher, set it to 140°.
- ▶ To further lower hot water costs, purchase low-flow showerheads, faucet aerators, and if you have an older water heater, wrap it in a water heater blanket.

For more tips and information about a home energy assessment and rebates on energy efficient equipment, visit our Web site [www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com).



### Budget Billing Plan

To help manage heating costs, and your household budget, you can spread your annual natural gas cost over 12, even payments. Your account is reviewed during the plan year, so your payment can be adjusted, for example, if your gas use is higher or lower than expected based on changes in weather conditions. Budget Billing will never cost you any more or less than regular billing.

### Direct Payment

National Grid's Direct Payment Service is the most efficient and convenient way to pay your natural gas bill. You'll never have to worry about late payments, because each bill will be paid automatically from the account of your choice. You will still receive your National Grid natural gas bill and will have approximately 25 days to review each bill before it is paid.

Visit [www.nationalgridus.com](http://www.nationalgridus.com) for information about enrolling in Budget Billing and Direct Payment.

## Help When You Need It

If you or someone you know is without natural gas service, or behind on payments, call us. The company works with customers individually to establish payment plans, and can also provide customers with a list of energy assistance sources. To learn more about these services, please go to [www.nationalgridus.com](http://www.nationalgridus.com) or contact Customer Service at (800) 870-1664.



[www.nationalgridus.com](http://www.nationalgridus.com)



1.800.870.1664

**nationalgrid**

The power of action.

# Carbon Monoxide Awareness

Carbon monoxide (CO) is an odorless, colorless, tasteless toxic gas that is a byproduct of the incomplete combustion of fuels such as gasoline, oil, propane, kerosene, coal, wood and natural gas. If you breathe in CO, it is absorbed by blood cells, replacing oxygen. This can cause serious illness, brain damage, or in extreme cases, death.

## CO exposure is most commonly caused by:

- ▶ Malfunctioning heating equipment.
- ▶ Inadequate venting of appliances, especially if you recently installed insulation, had major renovations done, or have enclosed your heating system.
- ▶ Blocked flue pipes or chimneys.
- ▶ Using cooking appliances for heating purposes.
- ▶ Running vehicles, or gasoline-powered lawnmowers or snow blowers, in an attached garage.

## If CO is present, you may notice:

- ▶ Stuffy or stale air.
- ▶ Very high humidity.
- ▶ Soot buildup on a range top or heating system.
- ▶ A mostly yellow or orange flame on a range or heating system.

Common symptoms of CO poisoning include:

Dizziness, shortness of breath, headaches, confusion, nausea, fainting, and sleepiness.

CO symptoms are similar to those of the flu, with no fever, and they may clear up when you go outside and breathe fresh air. (Pets can also be affected.)

## Prevent CO problems by doing the following:

- ▶ Install one or more “UL”-approved carbon monoxide detectors in your home – one on each floor, including near bedrooms. CO claims the most lives while people sleep. Rhode Island law requires CO detectors be installed in new homes with gas utilities and all homes for sale.
- ▶ Have your heating, hot water and venting systems inspected by a licensed heating contractor annually. Chimneys can become clogged from a bird or squirrel’s nest, soot buildup, or other debris. Use a professional chimney sweep.
- ▶ Don’t use a range, oven, or clothes dryer for heating.
- ▶ Never start your car, lawn mower, snow blower or other combustion engine in your garage with the garage door closed. Car exhaust is the most common source of CO.

If you suspect carbon monoxide poisoning, get fresh air immediately and call **911**. Have a qualified technician check your fuel-burning appliances.

# 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.

# How to Contact Us

Gas Leak Emergency

**(800) 640-1595**

Customer Service

**(800) 870-1664**

Deaf, Hard of Hearing, and Speech Impaired  
Dial **711**

Web Site **[www.nationalgridus.com](http://www.nationalgridus.com)**

## Hours

National Grid’s natural gas customer service telephone hours are 7:30 a.m. to 6:30 p.m., Monday through Friday. Beginning the weekend after Labor Day through the weekend preceding the Memorial Day holiday weekend, our Customer Contact Center is also open on Saturdays from 7:30 a.m. to 4:00 p.m.

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.  
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ĐÂY LÀ MỘT BÀN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

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