

Rhode Island

National Grid

Nov/Dec

ENERGY IN ACTION

for our gas customers

2008

This issue

- ▶ Get help when you need it
- ▶ Save on heating costs
- ▶ Discover the power of action

Are energy costs straining your budget? There is help available.

LIHEAP can help pay heating costs.

The Low Income Home Energy Assistance Program (LIHEAP) is a low-income grant program that can help you pay the cost of home heating, even when it's included in your rent. Visit the Rhode Island Office of Energy Resources Web site at www.energy.ri.gov or contact your local Community Action Program (CAP) agency to apply.

The Good Neighbor Energy Fund.

Since 1986, the Rhode Island Good Neighbor Energy Fund has provided energy assistance to more than 31,750 Rhode Island families facing a temporary crisis, such as illness or loss of a job. The fund, supported by National Grid and the generosity of our customers, is administered by the Salvation Army. For more information about making a tax deductible contribution or if you need assistance, visit www.rigoodneighbor.org.

Special protections are available.

If you meet certain eligibility requirements, you may be eligible for "Special Protection" that will prevent your natural gas service from being shut off. Protection is provided to households that meet the following requirements:

- ▶ All adult residents of your household are 62 or older; or,
- ▶ Any resident of your household is handicapped or seriously ill and you and your doctor have properly notified National Grid.
- ▶ You have a Financial Hardship, with or without additional Infant Protection (a resident of your household is under 24 months of age).

Contact us at **1-800-870-1664** for more information.

Saving on heating costs can help your bank account and your planet.

Energy efficiency has many benefits, from saving you money to helping preserve our environment. If you heat with gas, we'll help you take action immediately at our efficiency Web site, www.thinksmarthinkgreen.com.


You can save up to \$1,000 on high-efficiency

heating equipment, or up to \$1,500 on home weatherization improvements that can help you save 20% or more on your energy costs. You can also use the online energy analyzer for quick savings tips. Visit the Web site or call **1-800-292-2032** for more information.

It's flue season.

Chimneys and flues should be inspected periodically by a licensed contractor. Soot and other obstructions can disrupt the flow of escaping gases, including carbon monoxide.

 www.nationalgridus.com

 1.800.870.1664

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.

Keep your bills out of hot water.

Water heating costs can be a significant part of your bill, but there are plenty of ways to lower the impact:

- ▶ Keep the area around your water heater clean and well-ventilated.
- ▶ Set the temperature at 120° F. It saves energy
- ▶ and reduces the risk of scalding.
- ▶ Repair hot water leaks right away.
- ▶ Take showers, instead of baths, and use low-flow showerheads.
- ▶ Run your dishwasher and clothes washer with full loads only.

If you smell gas...

Natural gas has no natural odor. We add one so that you can easily detect the presence of gas in the air. This odor, typically compared to the smell of "rotten eggs," should not be present under normal circumstances. If you do suspect under normal circumstances. If you do suspect a gas leak, follow these tips:

- ▶ Open windows for ventilation and leave to an area away from the smell.
- ▶ Do not use phones and electronic devices, or touch light switches and plugs.
- ▶ Do not smoke or use matches and lighters.
- ▶ Call National Grid right away from another location at **1-800-640-1595** (24 hours/7 days).

Don't be afraid to ask.

Anyone representing National Grid, whether it's an employee or a contractor, is required to carry an identification card. To verify a person's status, ask to see the card or call us.

Safety recall.

The U.S. Consumer Product Safety Commission (CPSC), in cooperation with Effikal LLC, of Orion, Michigan on October 9, 2008 announced a voluntary recall of Automatic Gas Vent Dampers installed on several different gas boiler systems sold nationwide from August 2007 through July 2008. The CPSC advises that consumers

should immediately stop using the boilers, weather permitting, and contact their installer to confirm if they have a recalled vent damper and to receive a free replacement. For additional information, contact Effikal toll-free at **1-866-790-3739**, or visit their Web site at www.effikal.com.

It's your "mostly" gas 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 gas bill. It may help to think of your gas bill as you "mostly" gas bill since as much as 70% of your annual cost is for the natural gas you use. This "gas supply" cost is passed along directly to you—at the price that we pay—from the companies that drill for natural gas and deliver

that gas to us. Aside from taxes, the other main cost is to deliver the gas to you and provide our other services. This includes the operation and maintenance of the miles of local pipelines we own. All costs that appear on your bill are regulated, and are carefully formulated to ensure that we deliver gas to you safely, reliably, and efficiently.

This is an important notice. Please have it translated.

Esté 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.