

# WeConnect

Energy news for our gas customers in Massachusetts



Save energy. Save money.  
Visit [nationalgridus.com](http://nationalgridus.com)

Gas Emergency  
**1-800-233-5325**  
or call **911**

Customer Service  
**1-800-233-5325**

## Carbon monoxide safety – seven points to remember.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. When fuels such as natural gas, butane, propane, wood, coal, heating oil, kerosene, and gasoline don't burn completely, they can release carbon monoxide into the air. Common sources include malfunctioning forced-air furnaces, kerosene space heaters, natural gas ranges, wood stoves, fireplaces and motor vehicle engines. **If you suspect carbon monoxide is present, go outside immediately and call 911.** Next, call our gas emergency number, **1-800-233-5325**.

1. Install Underwriters Laboratory (UL) approved home carbon monoxide detectors on every floor of your home. Follow the manufacturer's installation instructions.
2. Check chimneys and flues for debris, bird nests and other blockages, and have them cleaned periodically.
3. Be sure space heaters and wood stoves are in good condition, have adequate ventilation and are used in strict compliance with the manufacturer's instructions.
4. **Never** use a gas range for heating or burn coal or charcoal in an enclosed space.
5. **Never** cover slots or holes in the bottom of the oven with spill pans or foil that can block airflow in the oven.
6. If you use a back-up generator to supply power during an outage, be sure to operate it outdoors.
7. Know that open windows do not provide sufficient ventilation to safely operate a generator indoors.



The symptoms of carbon monoxide poisoning are similar to those of the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control.

## Moving? Please let us know.

Visit [www.nationalgridus.com](http://www.nationalgridus.com) at least a week before you move or call Customer Service, **1-800-233-5325**. This ensures that you'll get an accurate final bill and won't be billed for gas beyond the date of your responsibility.



## Where to look for bill assistance.

We understand when the unexpected sometimes happens. We can often help customers who need assistance in paying their energy bill. One of our programs is designed for spreading current and overdue payments over time. If you qualify, we can work out a payment arrangement together. Please call the phone number on your bill for more information.



## Use caution near crews and work zones.

Our number one priority is the safety of the public, customers and employees. We want to remind motorists and pedestrians to be cautious in and around utility roadway work zones for their own safety and the safety of our employees and contractors.

# If you smell gas, act fast.



Your safety is our top priority. That's why we ask all of our customers to know the signs of a gas leak and what to do in the event of one.

## Indoors

- If you smell gas (the odor is similar to rotten eggs), take action right away.
- Do not use the telephone, do not smoke or turn on light switches, appliances or any electrical equipment.
- All occupants should leave the house immediately.
- Once you are in a safe area, call **911** or our gas emergency line, **1-800-233-5325**.

## Outdoors

- If you smell gas and see a white cloudy mist, bubbles in standing water and/or hear a hissing, roaring or whistling sound, it could be a gas leak.
- Leave the area immediately and call our emergency number or **911** right away.

# Gas theft is illegal and dangerous.


Thieves who steal energy by tampering with or bypassing meters or piping put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.

# Energy-saving tip for cooking.

Keep the oven door closed while cooking – the temperature can drop by as many as 25 degrees Fahrenheit each time you open the oven door.

Visit **www.nationalgridus.com** for more money-saving ideas and currently-available energy efficiency rebates.





Ask for ID

## Ask to see ID.

Every National Grid employee carries a photo ID card, and any contractor doing work for us is also required to carry ID.

# Stay cool while reducing energy costs.

- Keep doors and windows closed while running your air conditioning system to reduce air loss.
- Clear areas in front of vents from furniture; blocked vents require up to 25 percent more energy to distribute air.
- In the summer, vegetation, solar screens, and awnings can be used to prevent the sun from making your home too hot. In the winter, do the opposite: Raise shades and blinds to let the sun warm your home.
- Use programmable thermostats to adjust cooling when rooms are unoccupied, saving you energy and up to \$180 a year.
- Upgrade outdated air conditioning equipment to newer, more energy-efficient models. You'll save as much as 30 percent on energy costs in the long term, reduce maintenance, and improve the comfort of your home.
- Perform regular air conditioning maintenance. Change filters monthly to improve air quality and reduce energy use.



## This is an important notice. Please have it translated.

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Avis important. Veuillez traduire immédiatement.  
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Si prega di tradurla.

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.

If you know we will be working in or near your home, please restrain your pet at that time. Thank you.