

# WeConnect

Energy news for our customers in Rhode Island



Looking for an easier way to pay your bill? We have a variety of options. See this issue of WeConnect for details.

Gas Emergency

**1-800-640-1595**  
or call **911**

Electric Emergency

**1-800-465-1212**

Customer Service

**1-800-322-3223**

## Cut down on clutter with paperless billing options.

We offer a variety of ways to make managing your account and bills easier.

### doxo™

- With doxo\*, our newest billing option, you can view and pay your National Grid bill directly from your mobile device or computer. Sign up for free at [www.doxo.com/nationalgrid](http://www.doxo.com/nationalgrid)

### National Grid eBill

- We will deliver your bill as a secure PDF directly to your email inbox. (You'll no longer receive a bill in the U.S. mail.)
- In a few clicks, you can view, print, or save your bill.
- What's more, you can conveniently and securely select your payment method to pay your bill directly from the PDF.

### Your bank's website

- Many banks offer the ability to view and pay National Grid bills via their websites. Visit your bank's website for details.



For more bill pay options, visit [www.nationalgrid.com](http://www.nationalgrid.com) and click on the green "pay my bill" button.

\*The doxo™ website and mobile app are independently operated and maintained by doxo™ Inc., a third party vendor selected by National Grid.

## If you smell gas, take action right away.

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 our gas emergency line at **1-800-640-1595**, or call **911**.

### 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.

**Smell gas. Act fast.**



## Please report suspected energy theft.

Thieves who steal energy by tampering 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.



## Where to look for bill payment 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.



## Close your shades in the summer.

Sunlight passing through windows heats your home and makes your air conditioner work harder. You can block this heat by keeping blinds or drapes closed on sunny days.

For rebates on energy efficient appliances, energy-saving tips and more, visit [www.nationalgrid.com](http://www.nationalgrid.com) and click on Energy Efficiency Services.



## Know carbon monoxide signs and symptoms.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources of carbon monoxide in the home include malfunctioning fuel-burning appliances such as hot-air furnaces, space heaters and natural gas ranges. Exposure to carbon monoxide can make you ill, or in extreme cases, can be fatal. Symptoms include headaches, dizziness, weakness, confusion and loss of muscle control.

### Protect your family

- Have all heating equipment checked yearly by a professional.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- Never use a gas range for heating.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.

If you suspect carbon monoxide or your carbon monoxide detector sounds the alarm, go outside immediately and call **911**. Do not return until the source is found and authorities say it is safe.



## Stay alert near power lines.

Safeguard yourself and your family by being mindful of overhead power lines when you are working or playing outdoors.

- Stay at least 10 feet away from residential electric lines and equipment.
- Stay alert. Keep ladders at least 10 feet away from power lines when carrying, moving and raising them.
- Keep away from wires when working with tools, pipe, lumber and siding – all of which can conduct electricity.
- Never allow children to climb trees near or underneath overhead lines.
- Never build a tree house in trees that are under or near power lines.
- If you see a downed power line, keep everyone away and call us immediately at **1-800-465-1212**.



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

Este é um aviso importante. Quiera mandá-lo traduzir.

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Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, Si prega di tradurla.

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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 or relocate your pet at that time. Thank you.