

# WeConnect

Energy news for our customers in Rhode Island



**Simplify this summer.**  
Sign up for paperless billing.  
Visit [www.nationalgrid.com](http://www.nationalgrid.com)

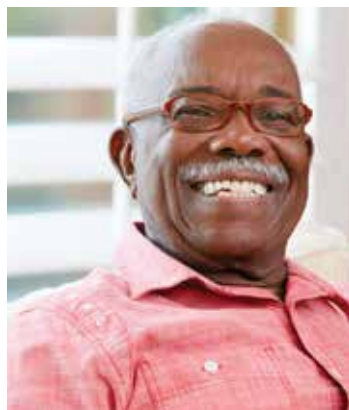
Gas Emergency  
**1-800-640-1595**  
or call **911**  
Electric Emergency  
**1-800-465-1212**  
Customer Service  
**1-800-322-3223**

## Escape the heat with rebates on central air conditioning.

Keep your home comfortable this summer with a better central air conditioning unit. We offer rebates on high-efficiency cooling systems, which means besides staying cool, you can also save money. Rebates of up to \$500\* are available for:

- Central air conditioning systems
- Air source heat pumps
- Ductless mini-split heat pumps

Learn more at [www.ngrid.com/ri-cooling](http://www.ngrid.com/ri-cooling)



## A water heater that uses less energy is better.

An electric heat pump water heater uses heat from the air in your basement to heat your water. Apply for a \$750\* rebate and enjoy up to \$3,000 in energy savings over the water heater's lifetime. Start saving now at [www.ngrid.com/ri-hpwh](http://www.ngrid.com/ri-hpwh)

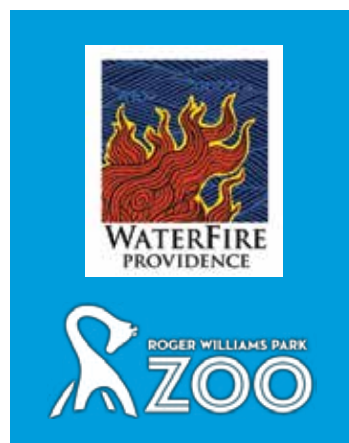
\*Offers are for Rhode Island residential electric customers of National Grid. Restrictions apply. See website or call 1-800-473-1105 for details. Rebate offers are subject to change or cancellation without notice. These programs are funded by the energy efficiency charge on all customers' gas and electric bills, in accordance with Rhode Island law.

## Stay connected while you're having fun this summer.

When you are out and about around Providence this summer look for complimentary National Grid cell phone charging stations at these locations:

**WaterFire.** We are proud to be a sponsor of Providence WaterFire once again this year, and will be providing cell phone charging stations at each lighting. Visit [www.Waterfire.org](http://www.Waterfire.org) for lighting dates.

**Roger Williams Park Zoo.** Charging stations will be located at the zoo to keep you connected on a day out with the family.



## Plant safely near electric and gas equipment.

Planting trees and shrubs can add beauty and value to your home. But take extra care not to plant near electrical equipment that may be on your property. As the shrubs mature they may hide this equipment from view, preventing access or delaying our crews from making necessary repairs.

In addition, please do not change the height of the soil or landscaping materials around your outside gas meter. It's important to keep your above-ground meter, piping and valves clear of plants, soil, and mulch or building structures.

As with any digging project, remember you must first call **811**. It's a free service, and it's the law.

## Be prepared for storm season.

Summer storm and hurricane season is upon us. Be ready by preparing an emergency kit, and by keeping our contact information available.

Be prepared for a storm by gathering these items:

- Working flashlights, extra batteries and a battery operated radio.
- Extra drinking water, a manual can opener and a supply of canned and dried foods.
- Extra medicine, baby items and first aid supplies.

Stay safe – stay away. Never touch any fallen lines or anything touching fallen wires and move everyone away. Report all fallen wires by calling **1-800-465-1212**.

If you depend on electricity to operate life support equipment, call us at **1-800-322-3223** for information about planning for an emergency.



## Stay connected before, during and after a storm.

We have a number of ways to stay connected before, during and after a major storm.

### Receive text alerts.

Sign up for state-level broadcast text alerts by texting the word STORM to NGRID (64743).\*

### Get restoration information.

Text the word SUM followed by your town, county or state to NGRID (64743).\* For example, if you live in Providence, simply text SUM Providence to NGRID (64743).

### Sign up for email alerts.

Create an online profile with us and you'll be able to receive emergency email alerts during storms and other incidents.

Visit [www.nationalgrid.com/connect](http://www.nationalgrid.com/connect) for more details.

\*We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. You can opt out by texting the word STOP to NGRID (64743).



## Know the signs of a gas leak.

### Smell gas act fast.

Despite the industry's excellent safety record, a gas leak caused by damage to a pipeline may pose a hazard. Your safety is our top priority. That's why we want you 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 us immediately 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 a hissing, roaring and whistling sound, it could be a gas leak. Leave the area immediately and call **1-800-640-1595** or call **911**. Don't assume someone else will call.

## Gas safety in your community.

We work with industry groups and state regulators on methods and programs to keep your natural gas distribution safe. Please help by doing your part. Use natural gas properly. Be alert, and always call **811** before you dig. It's a free service, and it's the law. Natural gas pipelines run under public streets and sometimes under private property. For safety reasons, right-of-way laws can give pipeline owners the right to restrict certain activities near pipelines. Right-of-way maps are filed with local municipalities.

### 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.  
Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante,  
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.

