

WeConnect

Energy news for our customers in Rhode Island



Our mobile app and website put important information at your fingertips.

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

Mobile bill pay now available.

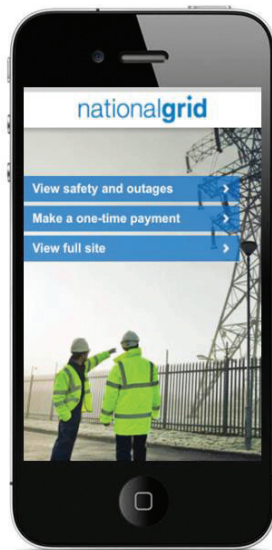
We've upgraded the National Grid mobile app and mobile website, including the ability to now make an easy one-time payment.

Current mobile features include:

- Make a one-time payment **new!**
- Find authorized pay in person locations **new!**
- Report and check the status of an outage
- View outage maps
- Access important electric and gas safety information
- Find important contacts

To visit our mobile website, go to **www.nationalgrid.com** from your mobile device.

To download our app, search for **National Grid** in the **iTunes** and **Google Play** stores.



Help keep your energy costs steady with the Budget Plan.

The Budget Plan helps make it easier to manage your household energy payments each season by taking the "peaks and valleys" out of energy bills.

How it works

- The Budget Plan spreads your projected annual energy usage cost into 12 "balanced" monthly payments.
- You still pay for the exact amount of energy used annually but your consumption rate is divided by 12 to determine your monthly budget amount.

The Budget Plan is easy! You get the same convenient payment options you currently enjoy as a National Grid customer including the option to sign up for our popular automatic payment programs.

*To qualify for the Budget Plan, your account must be current with no overdue balance.



How to enroll

Visit **www.nationalgrid.com** and sign into your account or call Customer Service, **1-800-322-3223**.

Important safety reminders

Please clear a path if you know we'll be visiting. Obstacles such as uneven pavement and overhanging tree limbs add to the chances of an accident.

Never hang clothes or anything else from gas pipes. Added weight could loosen or break joints and fittings which might trigger an unsafe condition.

We'd like to remind motorists and pedestrians to be cautious in and around utility roadway work zones for their own safety and the safety of National Grid employees and contractors.

Stay connected and stay informed.

We want to make sure that you keep informed during a storm. In addition to providing safety and restoration updates on Twitter, Facebook and www.nationalgrid.com, we also offer text alerts. To subscribe to text alerts for major statewide storm updates, simply text the word **STORM** to **NGRID (64743)**.*

Safety reminder: Never touch any fallen lines or anything touching fallen wires and move everyone away. Report all fallen wires by calling our electric emergency line, **1-800-465-1212**.

*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)**.



Beautify your home while reducing energy costs.

Looking to reduce energy costs at home? Plant a tree.

On the north and west side of your home: Plant conifers such as evergreen trees — spruce, cedars, fir or pines to help reduce the wind's chilling effects in winter.

On the east and south side of your home: Plant deciduous trees (trees that drop their leaves in fall) such as maples, oaks, or lindens. They'll help shade and cool the house in summer.

And remember, as with any digging project call **811** first so underground pipes and wires can be marked. It's a free service, and it's the law.



Help a friend or loved one remember to pay their bill.

With our Third Party Notification Program, any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should their National Grid account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem. This service provides helpful protection during times of extended absences from home or during illness. Call **1-800-322-3223** for details.



Help protect your family from carbon monoxide.

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless.

Common sources in the home include malfunctioning fuel-burning appliances.

- Have your heating system checked by a licensed heating contractor.
- Check chimneys or flues for debris, birds' nests or other blockage.
- Never use a gas range for heating. Also, never burn coal or charcoal in an enclosed space and never use an outside grill for inside cooking.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- Never use generators in homes, garages, basements, crawl spaces or other enclosed or partially enclosed areas, even with ventilation.



If your carbon monoxide unit sounds the alarm, go outside immediately and then call **911**.

Do not return until the carbon monoxide source is found.

The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea, confusion, tightness of the chest and fluttering of the heart.

This is an important notice. Please have it translated.

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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.

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