

WeConnect

Energy news for our customers in Rhode Island



Guard against scams this season. Visit www.nationalgrid.com for information.

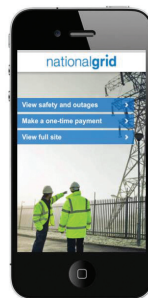
Gas Emergency
1-800-640-1595
or call **911**
Electric Emergency
1-800-465-1212
Customer Service
1-800-322-3223

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.

To access 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.



Options for managing your energy bill this winter.

We encourage you to take advantage of our programs and services to help you manage your energy usage and energy bills this winter. For more information on these and other programs, visit www.nationalgrid.com/billhelp or call Customer Service.

Energy efficiency programs.

No matter what the winter weather may bring, employing energy efficiency measures can help to reduce your bill. We offer no-cost and low-cost tips and rebates on energy efficient appliances.

The Budget Plan

- 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.

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

Discount rate

A discount rate is available to Rhode Island low income electric customers and gas service customers who meet the eligibility requirements. All recipients of Low Income Home Energy Assistance Program (LIHEAP) fuel assistance will be automatically enrolled in this benefit. For more information, please call the phone number on your bill.



For more information on these and other programs, visit www.nationalgrid.com/billhelp or call Customer Service at **1-800-322-3223**.

Important safety reminders

If you smell gas, do not send an email. Call us immediately, 24 hours a day at **1-800-640-1595**, or dial **911**.

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.

Bill payment assistance this winter.

If you are having difficulty paying your utility bill this winter, there are payment assistance options that may be available if you qualify.

Rhode Island Good Neighbor Energy Fund

This fund, administered by the Salvation Army, may help residents in temporary crisis who cannot pay their energy bill and are not income eligible for LIHEAP funds. The maximum grant is \$350 for the first year and \$175 for subsequent years. For more information, visit www.rigoodneighbor.com or call **1-401-831-1119**.

Low Income Home Energy Assistance Program (LIHEAP) Fuel Assistance

Also known as LIHEAP can provide financial assistance to income eligible applicants. The purpose of LIHEAP is to assist low-income Rhode Island households to meet their home energy costs.

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 such as hot-air furnaces, space heaters and natural gas ranges.

- Before the heating season begins, 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, fluttering of the heart, redness of the skin and loss of muscle control.

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.

TTY service available.

Customers who use text telephones can call us about service, billing or to report an emergency. Dial **711** for the Relay Service and they will contact National Grid's Customer Service.

Send a greeting card and help a child.



Boston Children's Hospital

Until every child is well™

National Grid is proud to partner with Boston Children's Hospital this holiday season. When you purchase your custom holiday cards at www.moo.com/bch 100 percent of the proceeds will go directly to Boston Children's Hospital with a dollar-for-dollar matching donation of up to \$75,000 by National Grid.

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.

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