

# WeConnect

Energy news for our customers in Rhode Island



Your safety is our top priority. We respond to emergencies 24 hours a day, 365 days a year.

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

## Taking steps to avoid slips and falls this winter.

Icy sidewalks. Slippery steps. Dangerous driveways. During the winter months our field employees encounter a variety of walking conditions. That's why practicing the right way to walk in slippery conditions is an important part of our safety training. You can help by clearing a path if you know we'll be visiting your home or business.



### Follow these tips to help avoid injury whenever you encounter winter walking conditions.

- Avoid taking shortcuts across snow-covered areas. Always use cleared sidewalks, paths and parking lots. Be especially careful when stepping to or from different levels (e.g. down or up steps or from curbs).
- Wear the proper footwear for the weather conditions – boots with good tread or anti-slip footwear.
- Keep your eyes on the path and avoid slippery surfaces when possible.
- Take small steps when slippery surfaces can't be avoided.
- Hold on to the handrails on steps and stairs. Place as much of your foot on the step as possible.
- Keep your hands out of your pockets and distribute the weight of bags or packages evenly for better balance.
- Remove as much snow and water from your boots as you can prior to entering a building. Recognize that wet floors and stairs are likely very slippery.

 For a look at the Slippery Surface Simulator that's used in our training program, visit <https://youtube/xrs5Es4mVOU>

## Keep meters, vents clear of snow and ice.

Winter weather can result in the buildup of ice and snow on and around your gas and/or electric meters. Please consider the following and make them part of your winter safety checklist.

- Ice and snow buildup around the fresh air and exhaust vents for gas appliances may result in equipment malfunction and could possibly create harmful carbon monoxide.
- Icicles on overhangs near the meter can fall and damage the meter and pipes. Be sure to remove them regularly.
- Please mark your meter if it is located near a snowplow path.



## Where to look for assistance with your bill.

If you are unable to pay your utility bill, you may qualify to receive help from the Good Neighbor Energy Fund. Administered through the Salvation Army, the fund is available to any qualifying Rhode Islander in temporary financial crisis who is not income eligible for federal or state funds.

For more information, visit [www.rigoodneighbor.com](http://www.rigoodneighbor.com) or call the Salvation Army at **1-401-490-0240**. You can be a good neighbor! Please consider donating to the fund by using the envelopes included with your utility bills.

## Manage energy bills with the Budget Plan.

When it comes to managing winter energy bills, the Budget Plan\* can help by allowing you to spread out your energy costs over the course of the year, so your bill is more predictable. You'll 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.

## Help a loved one to 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 the account become overdue. For more information, please call the number on your bill.

## Cut down on clutter.

View and pay your bill online with doxo, our newest paperless billing option. Visit [www.doxo.com/nationalgrid](http://www.doxo.com/nationalgrid) to enroll.



## Dryer safety starts with a clean filter.

Failure to clean lint from the dryer trap, vents and other areas poses a safety hazard and also reduces energy efficiency. Consider the following for your dryer safety checklist:



- Most dryer vents and dryers should be inspected every two to three years.
- Replace plastic or vinyl exhaust hoses with rigid or flexible metal venting.
- Check the outdoor vent flap to make sure it is not covered by snow.
- Always operate the dryer with the lint filter and clean it after each use.

## Know carbon monoxide sources, symptoms.

Known as the silent killer, carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless. Common sources include improperly-used or incorrectly vented fuel-burning appliances such as furnaces, stoves, water heaters and fireplaces.

### What you can do

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.

### Know the signs

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

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

## Please don't hang items from gas pipes.

Please don't hang clothing or any other items from gas pipes. The added weight may weaken or break joints or fittings and cause a gas leak.

### 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.

### Smell gas. Act fast.

Gas Emergency?

**1-800-640-1595**

or call **911**