

WeConnect

Energy news for our customers in Rhode Island



Spring ahead with energy-saving ideas that can save you money.

For more details, visit www.nationalgridus.com

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

Electric Emergency
1-800-465-1212

Customer Service
1-800-322-3223

Guard against scam artists, impersonators.

Be alert for scam artists and imposters posing as utility employees who may try to gain access to sensitive account information or attempt to gain entry to your home.

Please keep these safety tips in mind:

- Every National Grid employee and all contractors doing work for us, carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in and please call Customer Service at **1-800-322-3223**. If you feel you are in immediate danger, call **911**.
- We do call customers with outstanding balances, requesting payment and notifying of the potential for service interruption (due to non-payment). However, we do not accept pre-paid debit cards for payment and would never ask a customer to acquire one of these cards to make a bill payment.
- If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

Plant a tree to celebrate Arbor Day. But call before you dig!

April 29 is Arbor Day, the annual observance that celebrates the role of trees in our lives. Celebrate the day by planting a tree – it can add value to your home and help to reduce energy costs!

Before digging

Before any planting or home improvement project that requires digging, please remember to first call **811** so the location of underground utility lines can be marked. It's a free service, and it's the law.



To provide shade in summer, yet let the sun's warmth in during winter, plant deciduous trees (trees that shed leaves in fall) such as maples, oaks, birch, locusts, lindens on the east and south sides of your home.

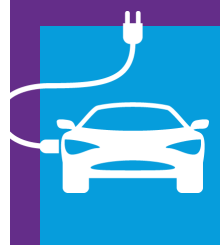
Look up

When planting a tree, remember to look up to determine where your tree will be located in relation to overhead utility lines. Proper tree species selection and placement will avoid utility line conflicts and costly pruning requirements in the future. For advice on the right varieties of trees and shrubs for your yard, visit your local nursery or www.nationalgridus.com for a planting guide.

Rebates available for electric vehicles.

Did you know Rhode Island residents are eligible for rebates up to \$2,500 for the purchase or lease of electric vehicles? The Driving Rhode Island to Vehicle Electrification (DRIVE) Program is administered statewide by the Rhode Island Office of Energy Resources. Please visit www.drive.ri.gov/ for details.

Electric vehicle purchases may also be eligible for federal income tax credits up to \$7,500. Please visit www.fueleconomy.gov for more information.



Easy ways to save energy.

We can help you use less gas and electricity. Learn about rebates and ways to save all throughout your home. Visit www.nationalgridus.com for details.

Pay your bill the easy way with online bill payment.

Online payment is an easy way to pay and manage your energy bill.

Direct pay

Pay your bill automatically — without the hassle of check writing, stamps, mailing and due dates — because your exact bill amount is always withdrawn automatically from your account. Visit www.nationalgridus.com for details and additional bill pay options.

Use an authorized agency when paying your bill in person.

If you pay your National Grid bill in person, be sure to use an authorized payment agency to ensure that payments are made on a timely basis, and that your account is being credited properly.

Know before you go. Contact the payment agent and ask:

- Do they accept payments for National Grid bills?
- What form of payment do they accept?
- Are there dollar limits or any service fees?



For safety and efficiency turn down the temperature on your water heater

Water heaters are the second highest source of energy usage in the home. To save energy — and money — set your water temperature at home to 120 degrees. You'll be less likely to burn your skin (at 140 degrees you risk burns in six seconds or less).

It's always a good idea to test the water temperature before your child gets in the tub.

Visit www.nationalgridus.com for available rebates, offers and services to help you save energy at home.

Did you know....

An average water heater lasts about 10 to 15 years and when it fails, it can leave you in a mess. Don't wait until it's too late to upgrade. Remember to always choose ENERGY STAR®-qualified appliances.

If you own a gas line be sure to check it for safety.

Customer-owned natural gas lines are those that begin at the outlet of the gas meter and extend either above or below ground. Examples of these types of lines include connections to outside gas lighting, gas heaters for pools or hot tubs, natural gas barbecues or gas appliances in attached buildings.

These lines are the responsibility of the customer and should be checked for safety, including possible leaks and corrosion. Please call a qualified contractor to complete this inspection.

Programs that may help with your energy bill.

Discount rate

A discount rate is available to Rhode Island low income electric and gas service customers who meet the eligibility requirements. All recipients of the Low Income Home Energy Assistance Program (LIHEAP) will automatically be enrolled in this benefit.

Special protections

Programs are available if you, or a regular member of your household suffers from a serious illness (certified by a physician), or you have an infant under the age of 24 months residing in your home, and due to financial hardship, you cannot pay your overdue bills. Please contact Customer Service at **1-800-322-3223** for details and eligibility requirements.

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.

Smell gas. Act fast.

Gas Emergency?

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