

WeConnect

Energy news for our customers in Rhode Island



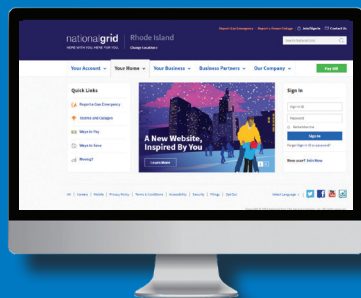
Save energy. Save money.
Visit nationalgridus.com

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

Introducing our new, improved website.

Inspired by your feedback, we went to work designing a better site for you. In addition to a new look and cleaner design, our new site offers:

- Quicker, easier payments (including mobile payments through our app, available from iTunes and GooglePlay)
- Personalized energy usage insights and tracking
- A site search to easily locate information
- Multi-language support
- Faster storm and emergency notifications



What about my account? Do I need to update my account login or payment details?

No, you don't need to update anything. Any payment plans you were enrolled in are still active. And your past usage details and bills are still accessible from your account once you login. Visit www.nationalgridus.com today and explore what our new website has to offer!

Carbon monoxide safety – seven points to remember.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. When fuels such as natural gas, butane, propane, wood, coal, heating oil, kerosene, and gasoline don't burn completely, they can release carbon monoxide into the air. Common sources include malfunctioning forced-air furnaces, kerosene space heaters, natural gas ranges, wood stoves, fireplaces and motor vehicle engines. **If you suspect carbon monoxide is present, go outside immediately and call 911.** Next, call our gas emergency number, **1-800-640-1595**.

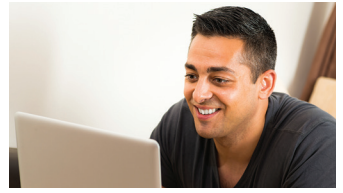
1. Install Underwriters Laboratory (UL) approved home carbon monoxide detectors on every floor of your home. Follow the manufacturer's installation instructions.
2. Check chimneys and flues for debris, bird nests and other blockages, and have them cleaned periodically.
3. Be sure space heaters and wood stoves are in good condition, have adequate ventilation and are used in strict compliance with the manufacturer's instructions.
4. **Never** use a gas range for heating or burn coal or charcoal in an enclosed space.
5. **Never** cover slots or holes in the bottom of the oven with spill pans or foil that can block airflow in the oven.
6. If you use a back-up generator to supply power during an outage, be sure to operate it outdoors.
7. Know that open windows **do not** provide sufficient ventilation to safely operate a generator indoors.



The symptoms of carbon monoxide poisoning are similar to those of the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control.

Discover bill pay your way.

We offer a variety of ways to make managing your account and bills easier. For a complete list of all bill pay options visit www.nationalgridus.com and click on the green "pay my bill" button.



If you smell gas, act fast.

Your safety is our top priority. That's why we ask all of our customers 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 our gas emergency line 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 hear a hissing, roaring or whistling sound, it could be a gas leak.
- Leave the area immediately and call our emergency number or **911** right away.

Energy theft is illegal and dangerous.

Thieves who steal energy by tampering or bypassing meters or piping put lives in danger, threaten public safety and damage property. If you have information about energy theft, please call our toll-free number at **1-800-322-2234**. All information will be kept confidential.

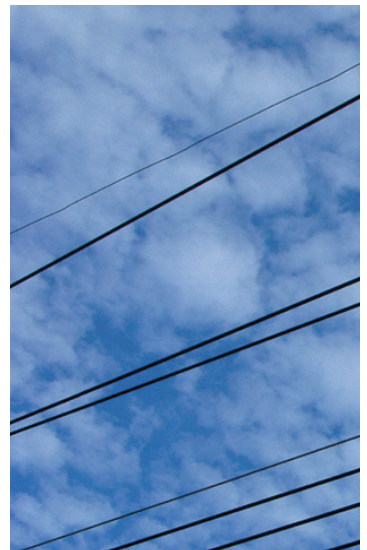
Where to look for bill payment assistance.

We understand when the unexpected sometimes happens. We can often help customers who need assistance in paying their energy bill. One of our programs is designed for spreading current and overdue payments over time. If you qualify, we can work out a payment arrangement together. Please call the phone number on your bill for more information.

Stay alert near power lines.

Safeguard yourself and your family by being mindful of overhead power lines when you are working or playing outdoors.

- Stay at least 10 feet away from residential electric lines and equipment.
- Stay alert. Keep ladders at least 10 feet away from power lines when carrying, moving and raising them.
- Keep away from wires when working with tools, pipe, lumber and siding – all of which can conduct electricity.
- Never allow children to climb trees near or underneath overhead lines.
- Never build a tree house in trees that are under or near power lines.
- If you see a downed power line, keep everyone away and call us immediately at **1-800-465-1212**.



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.

If you know we will be working in or near your home, please restrain your pet at that time. Thank you.